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PROGRAM EVALUATION
OFFICE OF THE COURT INTERPRETER
SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

Phase III
Court Executive Development Program
Institute for Court Management

April 30, 1993

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I. ABSTRACT.

This project evaluates the accuracy, timeliness and cost of interpreter service provided by the Superior Court of Arizona in Maricopa County (Phoenix), a general jurisdiction trial court serving a population of over 2 million, 16% of whom are Hispanics.

The Office of the Court Interpreter (OCI) operates with a staff of ten professional Spanish/English court interpreters with almost no reliance on Spanish free-lance interpreters.

Program evaluation information was collected by questionnaire survey of users of interpreter service; analysis of OCI statistics; and telephone survey of 15 court interpreter offices in similarly-situated courts in the nation.

Overall findings suggest the OCI is successful in reducing the language barrier in its criminal courts. The 11 recommendations to improve effectiveness include educating bench and bar on interpreter-related issues; expanding orientation and training of interpreters of lesser use languages; experimenting with court schedules to improve timely arrival of interpreters; and reducing wasted interpreter resources.

II. INTRODUCTION.

Court interpreting services address a problem faced by all courts in which linguistic minorities appear -- a language barrier to access to justice. However, while qualified, trained court interpreters may reduce or eliminate the language barrier, their skill alone is not enough to eliminate the barrier to access to justice. The challenge court management faces is how to provide a consistently high-quality interpreter service which requires at least three measures:

- a) an initial screening test or certification of language and interpreter skill prior to placement;

- b) interpreter training and periodic retesting by language experts; and

- c) a court that is sensitive to the needs of the linguistically impaired and the disabled and that has been educated as to the interpreter's role in the courtroom.

Given the lack of statutory mandates and local rules on court interpreters, the absence of state certification in Arizona, and an increasing number of disabled and linguistic minorities charged with the commission of felonies, the subject of this study is ripe for review.

The following study evaluates the accuracy, timeliness and cost of the judiciary interpreter service provided by the Office of

the Court Interpreter (OCI) for the Superior Court of Arizona in Maricopa County, Phoenix, Arizona, to the 20 criminal divisions of the Superior Court over a recent 12-month period. The above court is a general jurisdiction trial court in a county with a population of over 2 million, 318,000 or 16% of whom are Hispanics.¹

Until this study OCI has never evaluated the interpreter service from the perception of the "consumer" or user of the service.²

III. GOALS AND OBJECTIVES OF STUDY.

The goal of this evaluation project is to measure how effectively the OCI's court interpreter service eliminates the language barrier in criminal cases in the Maricopa County Superior Court. There are four objectives of this study in measuring how effectively the court interpreting service eliminates the language barrier in criminal cases:

1. To measure the users' perception of the effectiveness of interpretation provided by the OCI staff;
2. To assess how the users perceive the delivery of service, adequacy of court coverage, professionalism of staff, and overall program administration;
3. To provide recommendations to modify or improve the court interpreter service provided; and
4. To study the need for resources and, if required, document for the local funding body a need to fund an expansion of the service.

To achieve its objectives, the study addresses the following:

1. Is the court interpreter service perceived by the users as accurate? This perception is measured by an analysis of the results of a questionnaire responded to by 103 individuals who regularly use interpreters in the

¹1990 Census.

²For purposes of this evaluation project, "consumers" include all judicial hearing officers (judges and commissioners) in the criminal and special assignment divisions, their bailiffs, plus a sample of prosecutors, defense counsel and probation officers. Note: the Court's Special Assignment Department was included because of the frequency with which criminal matters are transferred to this Department.

criminal divisions. One question posed to judicial hearing officers, defense counsel, prosecutors and adult probation officers specifically addresses accuracy.

2. Does the service meet the independent accuracy and timeliness criteria of the judges, counsel and staff? Measurement for this question is taken from the same questionnaire in a question asked of all respondent groups.
3. How well-considered is the appointment of the OCI? That is, what procedures do the court and counsel follow to assess the need for court interpreters in a criminal action? This question is measured by the responses to the questionnaire in a question asking how the consumers of interpreter service know an interpreter is needed.
4. In general, how are other courts addressing their interpreter needs? Do other court interpreter services ensure interpreters are qualified, trained and evaluated and if so, how do their procedures compare to those of OCI? Do the court interpreter services polled engage in education of bench and bar with regard to assessing the needs of the linguistic and hearing impaired and the effective use of court interpreters? These questions are measured first through a telephone survey of 15 other court interpreter services and second by comparing those findings with current OCI practices.
5. What is the cost of effectively eliminating the language barrier in the Maricopa County Superior Court? Cost per appearance is examined in a study of the OCI's statistics relating to volume, payroll and free-lance expenses.

IV. PROGRAM UNDER EVALUATION.

A. Background.

Interpreters were first provided to the Maricopa County Superior Court by law library employees who spoke Spanish. By 1976, two interpreters were assigned to Court Administration for the purpose of interpreting in the courts, with heavy reliance on free-lance Spanish interpreters. Since 1985, the court has regulated the court interpreter operation through Court Administration. OCI has operated with a staff of trained, professional Spanish/English court interpreters and over the years has relied less and less on Spanish free-lance interpreters. OCI currently contracts with American Sign Language (ASL) and lesser-use language (LUL) interpreters on a case-by-case basis for approximately 600 appearances a year.

Long before the National Trial Court Performance Standards³ called for access to justice through the provision of interpreters to eliminate the language barrier, the Maricopa County Superior Court recognized that without trained, unbiased court interpreters, it must rely upon one of the following models, none of which it found acceptable:

- a) bilingual court staff untrained in either higher language skills and technical terms in two languages, interpretation, or in courtroom procedures;
- b) a bilingual family member of a party in the action, who may have the same deficiencies identified above, coupled with a strong bias in the outcome of the proceeding; or
- c) a costly local or out-of-state free-lance interpreter, with or without a satisfactory level of language and interpreter competence.

B. Current Program Description.

1. Scope of Service Provided. The OCI provides court interpreters for any matter before the Maricopa County Superior Court upon the Court's order of appointment -- for court proceedings, defense, or witness.

The OCI provides the court with unbiased interpretation of all spoken courtroom proceedings once an order appointing the OCI is entered by the court.⁴ The court's appointment order is to ensure the defendant of a qualified interpreter for court appearances, and follow-up by the OCI advises defense counsel of the individual interpreter assigned to a particular case.⁵ However, often the appointment order is completed by court staff without the benefit of questioning by a judicial hearing officer to determine need. California has a court rule covering standards for determining court interpreter need.⁶ Arizona has no rules on the subject.

³Commission on Trial Court Performance Standards, National Center for State Courts and the Bureau of Justice Assistance, United States Department of Justice, Publication Number R-121, 1990.

⁴See sample appointment order form attached, Appendix A.

⁵See sample memo of interpreter assignment, Appendix B.

⁶California Rules of Court Section 18(c) on examination of a party or witness requires:

The examination of the party or witness to determine if an interpreter is needed should normally include

2. Staff. At the time of this draft, OCI has ten full time Spanish interpreters and one secretary. It is recruiting two half-time ASL and two full time Spanish interpreter permanent positions.

a. Qualifications. The ideal candidate for a Spanish interpreter position in the OCI is a well-traveled, educated individual with training in the field of court interpretation and in court procedures, and graduate-level vocabulary in both English and Spanish, with a minimum of one year of experience in court interpreting. Interpreter position description is attached as Appendix N.

ASL interpreters, when hired, will be required to hold a certificate by the Registry of Interpreters of the Deaf (RID).

b. Pre-employment testing. Spanish staff court interpreters are required to pass two examinations before hired by Maricopa County. The first, developed by OCI and administered by county personnel, is designed to determine the level of language skill in both Spanish and English. The second, administered by OCI, determines both the skill level in the simultaneous and consecutive modes of interpreting and level of competence in translation. Candidates failing the second exam but showing promise may be hired as interpreter trainees.

c. Training. As trainees, new staff interpreters undergo rigorous in-office training and observation, and are given another opportunity to pass the second part of the exam. Only when the exam is passed and the individual is sworn in is the individual eligible to interpret in the Superior Court. The trainee program is designed to provide a bridge from the educational experience to actual courtroom interpreting for individuals completing an educational program in interpreting a foreign language and seeking

questions on the following:

(1) Identification (for example: name, address, birth date, age, place of birth);

(2) Active vocabulary in vernacular English (for example: "How did you come to the court today?" "What kind of work do you do?" "Where did you go to school?" "What was the highest grade you completed?" "Describe what you see in the courtroom." "What have you eaten today?") Questions should be phrased to avoid "yes-no" replies;

(3) The court proceedings (for example: the nature of the charge or the type of case before the court, the purpose of the proceedings and function of the court, the rights of a party or criminal defendant, and the responsibilities of a witness).

a career in a court setting; training lasts approximately eight weeks. It includes observation, vocabulary, court proceedings, study for the exam, and, finally, assignment of a caseload.

d. Orientation. For those who pass the exam, orientation involves a shorter period of observation, vocabulary and court proceedings before the assignment of a caseload -- approximately five weeks.

e. Evaluation. All county employees, including staff court interpreters, are evaluated between once and twice a year as to their overall performance. There is at present no systematic evaluation of interpreter skills after the interpreter has been on staff for one year. However, the interpreter trainer periodically observes the performance of staff and reports findings and recommendations to the administrator for review with staff.

f. Professional development. Ninety percent (90%) of the staff belong to the Arizona Court Interpreters Association, an association of working court interpreters whose goal is to enhance professionalism, improve working conditions and perfect interpreting skills. Twenty percent (20%) of staff are associated with the National Association of Judiciary Interpreters and Translators,⁷ which is a clearing house of practical information about the court interpreter profession. Sixty percent (60%) of staff belong to the American Translators Association, a professional association of translators affiliated with the International Federation of Translators. While not an interpreter association, members find this association useful in keeping abreast of new information in the field of translation.⁸

g. Compensation. Staff interpreter positions range from Court Interpreter I, which is grade BB on the pay scale, to III, which is grade EE. Interpreter I's are eligible for promotion to level II (grade DD) after 12 months, and II's are eligible for promotion to level III after 24 months as II's. The salary progression is as follows:

	Minimum	Midpoint	Maximum
Interpreter I	\$24,918	\$31,137	\$37,377
Interpreter II	\$28,496	\$35,630	\$42,744
Interpreter III	\$30,576	\$38,230	\$45,884

3. Per Diems. Per Diems are used at the present time

⁷NAJIT was a New York association of court interpreters, primarily those practicing in the federal court, until the national association was formed in the mid-1980's.

⁸Translation is defined here to mean the process of converting a message from one language into another in verbatim written form.

both for ASL and all foreign languages except Spanish and are engaged on an appearance-by-appearance basis.

a. Screening. Qualifications of non-staff interpreters are determined based upon an initial screening by an experienced court interpreter. The screening procedure includes an application form and a line of questioning in English, either in person or by phone.

b. Individual Orientation. Individual orientation is provided to per diems in three ways: handout materials,⁹ a set of guidelines with regard to both the service to be provided and manner of payment,¹⁰ and, probably most significant, an experienced court interpreter will accompany the per diem to court as both mentor and evaluator the first several times in court.

c. Group Orientation. While group orientations have been conducted in the OCI's history, they are infrequent and attendance has not been mandatory. The idea has been to provide a minimum of training for the infrequently-deployed interpreters of lesser use languages whose services the OCI has or may need to engage.

d. Evaluation. Per diem evaluation is not formal. The OCI relies upon direct observation and feedback.

e. Compensation. Court order sets per diem rates for Spanish and American Sign Language interpreters at \$40 for one hour, \$80 for more than one but less than four hours, and \$160 for more than four but less than eight hours. The court-approved rate for lesser use language interpreters is \$80 for more than one but less than four hours; and \$160 for more than four but less than eight hours. OCI has the authority to negotiate rates as necessary.

OCI's per diem budget has been \$15,000 per year for several years. Actual per diem costs are significantly higher, having totalled \$51,331 in 1992.

4. Scheduling Appearances. Interpreter appearances are scheduled in several ways.

a. Individual Calendars. Since 1989 the interpreters have kept their own individual calendars, upon which they rely primarily for out-of-court interviews. However, they also note in their calendars the next court date of a court

⁹For Table of Contents of per diem handout materials, see Appendix C.

¹⁰Guidelines for Per Diem Court Interpreters, Appendix D.

proceeding.

b. Master Calendar. All information in the interpreters' individual calendars is shared with the OCI secretary for compilation in a master calendar¹¹ for all interpreters, created daily, with "last minute" changes made in the morning prior to court.

c. Judicial Calendars. Serving as a major source of information for the master calendar are the individual judges' calendars, upon which interpreter cases are noted. Unfortunately, many cases shown on the judges' calendars as not requiring an interpreter do require interpreter services, and vice versa -- which results in an inaccurate master calendar of interpreter cases. As a practical matter, a division bailiff will call OCI when an interpreter is needed but not scheduled, and the OCI will page an interpreter to work that division into his or her schedule. The unplanned interpreter appearance creates a sort of "wave" effect, displacing the balance of the scheduled appearances.

d. Pagers. To compensate for what is often an inaccurate schedule of morning interpreter appearances, interpreters wear alphanumeric pagers. Uncalendared interpreter needs phoned in to the OCI are communicated to the assigned interpreters by page.

5. Case Assignment.

a. Individual case assignment. Within the OCI, interpreters are assigned to particular cases at the time the order of appointment is received. Assignments are made to interpreters by case and by quadrant of the criminal bench.¹² Individual case assignments enable the assigned interpreter to develop some familiarity with the case, which positively affects preparedness and the level of skill with which they interpret in a court proceeding. This assignment system, although refined from time to time, has been in effect since 1989 and differs significantly from the earlier assignment system. The earlier system, a dispatch system with the secretary scheduling appointments and the interpreter assigned to a particular set of courtrooms, is similar to that followed by other large court interpreter services.

The current system's primary shortcoming is that

¹¹See Appendix E for sample OCI calendar.

¹²The Criminal Department is divided into quadrants which receive cases based upon the geographic location of the offense. Both the Offices of the County Attorney and Public Defender assign cases based upon the quadrant system. For probation violations, Adult Probation adheres to the same system.

each assignment generates a paper casefile which must be maintained. This a time-consuming task. Because it is OCI management's view that interpreter resources are better spent interpreting or translating than filing, OCI recently obtained additional clerical assistance at no cost through the court's Community Restitution Program. At least for the time being, probationers are assisting the OCI 8 to 12 hours a week on tasks previously completed by either the interpreters or the OCI secretary.

Even with assigned cases, OCI continues to face demand for interpreters both at "surprise" trials and walk-in appearances. This demand is experienced in three areas:

First, recent court policy is to transfer criminal cases that are ready for trial but that cannot be heard by the assigned judge to a Special Assignment Department judge. In the past, the court often granted continuances for additional preparation, in part because of their own heavy trial schedule. Given the recently changed policy, more trials are now being tried as scheduled by judges in the Special Assignment Department, resulting in cases that go to trial on time. Interpreters, who have been accustomed to requests for continuances being granted for busy lawyers, now find themselves required to interpret at trial more frequently.

Second, defense counsel occasionally request the court to appoint the OCI at time of trial for a client who speaks both English and Spanish, suggesting the client is more comfortable when the trial proceedings are interpreted into Spanish although previous court proceedings and interviews have been conducted in English.¹³

Third, as mentioned elsewhere, cases which have not been identified as interpreter cases until the time the case is called and it is discovered an interpreter is needed, create delay. The more the push for delay reduction, the less sympathetic the court is with OCI's inability to provide an interpreter with no notice. However, adjustments to schedules can, and are, routinely

¹³OCI is working with the bench to urge a judicial determination of the need for an interpreter be made based upon objective standards. It is the OCI's position that it is not in a defendant's best interests that the court appoint a Spanish interpreter when the defendant's primary language is English; listening to important court proceedings simultaneously in two languages, both of which are understood by the listener, is much more confusing than listening for one language. Further, the court institution cannot afford to provide services in such cases, given the high volume of litigants with no English speaking or listening ability which do require interpreter services.

made based upon OCI's mandated priorities.¹⁴

b. Files. At the time of assignment, an OCI case file is prepared; individual interpreters are responsible for adding case information with regard to appearances to the file, as well as filing minute entries. Eventually OCI casefiles are purged or labeled as inactive and filed in the closed files.

c. Active list. Staff adds case information to an active list, maintained by the assigning interpreter. The active list is a running record of all cases to which the OCI is currently appointed and it is essential when the OCI is approached to schedule an interview. Because interviews are only one part of a case, the interviews are the responsibility of the assigned interpreter.

d. Statistics. Statistics are maintained by each interpreter on a daily log,¹⁵ promptly submitted to the administrator for regularly monthly tabulation. In general, OCI counts numbers and types of appearances and pages of translations. Specifically, records are kept of the numbers of defendants requiring an interpreter at:

- initial appearance court (8 a.m. to 5 p.m.)
- initial appearance court (off-hours)
- intakes at Adult Probation
- routine criminal calendar
- numbers of days in trial
- in-court criminal interviews
- out-of-court criminal interviews
- arraignments
- pre-sentence investigations
- Felony Center proceedings
- pages of translations
- default dissolutions
- other domestic relations proceedings
- civil proceedings/interviews
- arbitration proceedings/interviews
- probate proceedings/interviews
- mental health proceedings/interviews
- conciliation proceedings/interviews

6. Bench/Bar/Staff Educational Issues. OCI staff contact county attorneys, public defenders and adult probation officers regularly with regard to language and cultural issues for which they need to be prepared. This comes in the form of group orientation for newcomers, periodic attendance at staff meetings to

¹⁴See Appendix F for OCI Regulations.

¹⁵See Appendix G for sample time keeping record.

address specific interpreter issues, and individual contact with regard to technical issues in particular cases.

In addition, OCI regularly presents educational programs for court staff, both in the Maricopa County Superior Court and, through the Administrative Office of the Courts, for court staff in limited jurisdiction trial courts and in general jurisdiction trial courts in other counties throughout the state. Interpreter issues addressed include defining the role of the interpreter as to what they do (and don't do); what skills, background and education it takes to perform as a court interpreter; the various modes of interpreting; under what circumstances an interpreter is required; how to schedule an interpreter; scheduling priorities; etc.

Although it periodically distributes written materials with regard to interpreter issues and court coverage, the OCI does not regularly participate in new judge orientation nor does it participate in bench meetings.

7. Priorities.

The limited resources of the OCI affect the availability and timeliness of the interpreters it supplies the court. It is critical that limited resources are used wisely and thus are available to the court when needed. The OCI Regulations articulate priorities in descending order of importance:

- a) all delinquency, incorrigibility and Juvenile Court proceedings;
- b) criminal proceedings in Superior Court;
- c) appearances related to Juvenile Court proceedings;
- d) appearances related to criminal proceedings in Superior Court;
- e) non-criminal proceedings in Superior Court;
- f) appearances related to non-criminal proceedings in Superior Court;
- g) translations.

In allocating resources, OCI takes into account the following criteria: availability of qualified interpreter; advance notice; class of offense in criminal and delinquency matters; length of proceedings; probability of proceedings being held; and distance to be traveled.

OCI was directed in 1990 to reduce reliance upon Spanish per diems and increased the size of staff accordingly. As a result of that directive, management has virtually eliminated the use of Spanish per diems and believes the court to have benefited. The numbers of staff appearances in criminal and juvenile have increased by 5,000 from 1990 to 1992; cost per appearance for staff has decreased by \$1.50 per appearance in that same period; per diem cost has decreased \$67 per appearance; and assigned staff

interpreters appear to be well prepared.

V. REVIEW OF RELEVANT LITERATURE.

A formal search for literature on the subject of court interpreters revealed little relating to interpreter program evaluation efforts. However, a program evaluation of Cook County in 1990 was discovered -- in an informal search -- which was very much on point and is discussed immediately below. The formal literature search did uncover materials on the general subject of interpreting and, more particularly, court interpreting, as discussed in Section B and following.

A. Cook County Interpreter Program Evaluation.

"Evaluation of Selected Organizational Objectives in the Office of Interpreter Services, Circuit Court of Cook County" was prepared by Gail Richardson, then of the Administrative Office of the Illinois Courts, in May 1990, as her Phase III project for the Institute for Court Management.¹⁶

Richardson's evaluation states:

The primary purpose of this study was to evaluate the success of the Cook County Circuit Court Office of Interpreter Services (OIS) in meeting certain organizational objectives related to the provision of qualified court interpreters. Ancillary purposes were to document a court-operated interpreter service and to foster administrative consistency throughout the unified Illinois state court system.

Four organizational objectives were measured against standards developed for this study. These objectives and standards were as follows:

Objective 1: Provide interpreters in the appropriate language.

Standard: No case could not be heard for lack of an interpreter.

Objective 2: Provide interpreters on a timely basis.

Standard: Delays of more than one hour due to the unavailability of an interpreter should equal less than 5% of interpreter appearances.

¹⁶The author gratefully acknowledges the research efforts of Ms. Gail Richardson, who shared her research findings and insights on this subject through phone interview and written report.

Objective 3: Provide interpreters who understand court terms, structure and procedures.

Standard: Interpreters must correctly answer questions determined by a team of judges.

Objective 4: Meet expectations of judges as to interpreter function and competence.

Standard: 90% judicial satisfaction.

... The OIS substantially, but not completely met the standards of Objectives 1 and 2. The standard for Objective 3 was clearly met; that for Objective 4 was not.

The primary objective of both the Richardson research and the current study is the evaluation of court interpreter service provided to a general jurisdiction trial court in a major metropolitan area. The studies differ in method and scope, however, as reflected in Table 1:

COMPARISON OF METHODOLOGY
BETWEEN
COOK COUNTY, ILLINOIS AND MARICOPA COUNTY, ARIZONA
INTERPRETER PROGRAM EVALUATIONS Table 1

Cook County OIS	Maricopa County OCI
<ul style="list-style-type: none">• Interpreter testing, on: court structure terminology procedure• Poll of judges re beliefs and perceptions re interpreter function and competency• Examination of records and procedures of OIS	<ul style="list-style-type: none">• Poll of criminal division users: judicial hearing officers; selected bailiffs; selected defense counsel; selected prosecution; selected adult probation officers -- re perception of overall effectiveness of interpreter service• Examination of department and OCI statistics• Telephone survey of 15 general jurisdiction trial courts

B. History of Court Interpreting.

Since the beginning of language, there has been a need for interpreters. In ancient history, the governor of Egypt was provided an interpreter for visitors from Canaan.¹⁷ In modern history, the Sixth Amendment of the United States Constitution states:

... the accused shall enjoy the right to a speedy and public trial, by an impartial jury of the State and district wherein the crime shall have been committed ... and to be informed of the nature and cause of the accusation; to be confronted with the witnesses against him; to ... have the Assistance of Counsel for his defence.

The Constitution goes on to say in the Fourteenth Amendment:

... nor shall any State deprive any person of life, liberty, or property, without due process of law; nor deny to any person within its jurisdiction the equal protection of the laws.

Stating the obvious, without an understanding of English, the language in which court proceedings take place in the United States, the party to a criminal action is not on an equal footing with speakers of English with regard to procedural and substantive due process, court access or equal protection. While neither the Sixth nor the Fourteenth Amendments specifically address minorities, Article 2 of the Universal Declaration of Human Rights comes closer by declaring:

Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.¹⁸

But courts across the nation ignored the communication needs of linguistic minorities until Negron v. State of New York, 1970 (2nd Cir CA). In Negron, failure to provide a Spanish-speaking criminal defendant interpreter services was determined unconstitutional because the defendant could not understand the precise nature of the testimony against him.

¹⁷"They did not know that Joseph understood them, for there was an interpreter between them." Genesis 42:23.

¹⁸United Nations Charter, 1948.

In 1978 Congress enacted Public Law No. 95-539, the federal Court Interpreters Act,¹⁹ which requires federal certification as a determinate of quality standards for Spanish interpreters in the federal courts. Certification at the state level exists in four states;²⁰ Arizona is not one of them.

C. Role of Court Interpreters.

The role of the court interpreter and the modes of interpreting are succinctly covered in a newly published Court Management & Administration Report. The court interpreter is both the language expert and an officer of the court whose job it is to:

render verbatim the form and content of all linguistic and paralinguistic elements of communication including pauses, hedges, self-corrections and emotions as they are conveyed through tone of voice, word choice, and intonation.²¹

This is a tall order, and it gets taller. That same article defines the modes of interpreting:

- simultaneous -- used in the largest volume of court appearances with the interpreter speaking at the same time as the speaker being interpreted, lagging only an instant behind;
- consecutive -- used during interrogation, e.g. on the witness stand, with one speaker at a time, the interpreter waits until the speaker has stopped speaking to begin the interpretation of a short discourse;
- sight translation -- looking at a document for the first time and translating it orally; and,

Examples of what not to do in interpretation include

- summary -- an example of what not to do, followed by bilinguals untrained in interpreting, summarizing the dialogue. Until recently, the summary mode of

¹⁹28 U.S.C. § 1827(b).

²⁰California, New Jersey, New Mexico, Washington. A pilot certification also exists in Massachusetts.

²¹Michelsen-Whitley, Patricia, "Court Interpreting," Court Management & Administration Report, Vol. 3, No. 10, October, 1992.

interpreting was acceptable in the federal courts.

- adaption -- the interpreted rendition allows for cultural differences and attempts to explain what is going on in the courtroom. This role, which some courts favor, contradicts the essential expectation of the role of the interpreter as accurate, precise and neutral.²²

D. Need for Competent Court Interpreters.

The need for technical expertise by court interpreters that goes beyond a full command of two languages is staggering and is addressed in "Special Report: Trends in the State Courts". This need includes a thorough knowledge of courtroom procedure, legal vocabulary, and an understanding that "the job consists not of abridging, editorializing, or reassuring, but of exactly interpreting every word that is spoken without emotion nor amendment."²³

Solutions to eliminating the language barrier are proposed in the publication, Legal Breakdown: 40 Ways to Fix Our Legal System. The solutions advocated are for courts to require objective evidence of competence, establish state certification programs, set standards for training programs, and require the agency in charge of testing and certifying to monitor courtroom performance on a regular basis.²⁴

Several articles have been written for those with little or no knowledge of the role or need for professional interpreters in the judiciary. For discussion of empty justice for those unable to comprehend English, see "Libertad and Justicia for All: A shortage of interpreters is leaving the courts speechless," which addresses the difficulty of providing due process in the absence of "nationwide standards for court interpreters, little training and virtually no monitoring."²⁵ The author quotes Jack Leeth of the Administrative Office of the U.S. Courts as saying, "Most people

²²Astiz, Carlos A., "But They Don't Speak the Language," The Judges' Journal, Spring 1986. Van Nuys, Hon. Heather K. and Moore, Joanne I., "Using an Interpreter in Court," Washington State Bar News, May 1987.

²³ State Court Journal, Winter 1991.

²⁴"Make Competent Interpreters Available," ed. Elias, Stephen; Randolph, Mary; Repa, Barbara Kate; Warner, Ralph (Nolo Press) 1990.

²⁵Time, May 19, 1989.

believe that if you are bilingual, you can interpret. That's about as true as saying that if you have two hands, you can automatically be a concert pianist."

For a typical day in the lives of two full-time court interpreters in Essex County, Massachusetts, the site of a pilot interpreter certification project, see "Bridging the Barrier of Language."²⁶ The project experienced interpreter scheduling difficulties it sought to control through financial inducements. Its 48-hour rule requires the interpreter office to be notified of the need for an interpreter no less than 48 hours in advance of the scheduled appearance. Failure to do so may result in the judge ordering one of the parties to pay interpreter fees.

And for discussions on the complexities of the language the court interpreter is required to deal with in rapid fire courtroom exchange, see Mellinkoff, David, Language of the Law, 1963; and Davis, William E., "Language and the Justice System: Problems and Issues," The Justice System Journal, Vol. 10, No. 3, 1985.

E. Interpreters for the Deaf and Hard of Hearing.

No literature review of court interpreters for foreign languages would be complete without a section on interpreters for the deaf or hard of hearing. Even before the Americans with Disabilities Act was passed in 1990 making it against the law to discriminate against individuals with disabilities in state and local government services, advocates for deaf rights have had laws passed covering interpreters for deaf persons. In Arizona, the statute is A.R.S. § 12-242. It has been in effect in one form or another since 1974. There is no counterpart for interpreters for speakers of foreign languages.

The Trial Court Performance Standards, produced as a joint project of the National Center for State Courts and the Bureau of Justice Assistance, United States Department of Justice, defines a philosophy and widely-shared conception of optimum trial court performance. Standard 1.3, Access to Justice, Effective Participation, states in part:

All who appear before the court are given the opportunity to participate effectively without undue hardship or inconvenience.

The commentary states:

Standard 1.3 focuses on how a trial court accommodates all participants in its proceedings --

²⁶Massachusetts Lawyers Weekly, Vol. 16, No. 1793, June 27, 1988.

especially those who have language difficulties, mental impairments, or physical handicaps. Accommodations made by the court for impaired or handicapped individuals include the provision of interpreters for the deaf and special courtroom arrangements or equipment for blind and speech-impaired litigants.²⁷

The court's need to provide interpreters for the hearing impaired is addressed in the Americans with Disabilities Act passed in 1991, as well as in A.R.S. 12-242. Various types of interpreters, e.g., ASL, oral, relay, or technology such as computer-assisted transcription in real time used in place of or in addition to an interpreter, are seen as an entitlement to the disabled as a matter of both state and federal law. This situation differs somewhat from interpreters provided for linguistic minorities in the trial courts in Arizona, where there is little mention of interpreters in statute or local rule.²⁸

For an easy-to-read article on the profession discussing the communication barrier, the role of the interpreter, and the levels of certification, see "Professional Sign Language Interpreters"²⁹. The author notes a "common misconception about deaf people is that they are good lipreaders. In reality very few people can read lips well enough to understand speech, even under the best conditions." Many spoken words look identical on a speaker's lips. The interpreter's role is not as a helper, a social worker or counselor, but rather is that of a translator of the exact message, including tone and emphasis, into a format that will be understood by the deaf person.

For a discussion of the lack of a uniform system in the nation to ascertain quality of court interpreter services for the deaf, see "Provision of Services to Hearing-Impaired Persons,"³⁰. The author recommends "court-interpreter positions should be established in central locations whether it be state, county, or local judicial departments or court administrator's offices."

"Interpreting for Minimally Linguistically Competent

²⁷Trial Court Performance Standards, National Center for State Courts and Bureau of Justice Assistance, United States Department of Justice, 1990.

²⁸See A.R.S. 12-241, Local Rules of Civil Procedure 43(c), and Rule 604 of Arizona Rules of Evidence for references to court interpreters.

²⁹Scarcella, Rita Jo, CSC, New Jersey Lawyer, Spring 1987.

³⁰Herald, Shirley T, Court Manager, Spring 1988.

Individuals"³¹ is a thoughtful explanation of the special needs of deaf individuals who have little or no linguistic skills. The article addresses the difficulty in determining whether the deaf person may be fluent in a foreign sign language, has limited education and is not fluent in any language, or is an isolated individual with a communication system known only to their few contacts. The author provides 18 pointers for communicating with adults with minimal linguistic competence, one of the most important of which is "constantly monitor for understanding. If there is confusion or a breakdown in communication, refer to your problem or the problem as opposed to the client's problem."

F. Evaluation of Court Interpreters.

Fundamentals of Court Interpretation³² contains a wealth of practical information on court interpreting, combining theory, practice, law and linguistics. Of special note to those responsible for the management of interpreter services is a section on interpreter evaluation which includes procedures to assess the qualifications of potential interpreters, whether staff or per diems (pp. 192-99).

Except for the language or languages in which the supervisory interpreter is proficient, it is impossible to validly assess proficiency in all languages.... [I]t falls to the office of court interpreting services to construct a set of strategies that will indicate bilingual proficiency and interpreting skills.... [I]t is possible to come to a conclusion based on indirect evidence as to the prospective interpreter's language proficiency and perhaps even interpreting skills.

Fundamentals, 192.

Fundamentals goes on to recommend testing in the following specific areas: (1) a set of interview questions in increasing levels of sophistication, coupled with tested interview techniques; (2) a written exercise in which the candidate prepares a first-person narrative on personal background in English; (3) a written English proficiency exam; (4) shadowing;³³ (5) a short term memory

³¹Solow, Sharon Newmann, The Court Manager, Spring 1988.

³²Fundamentals of Court Interpretation: Theory, Policy and Practice, Roseann Duenas Gonzalez, Victoria F. Vasquez and Holly Mikkelsen, 1991, Carolina Academic Press.

³³Shadowing is a method that engages the candidate in listening to a pre-recorded monologue recorded at 120 to 140 words per minute and repeating the English narrative word-for-word as it is heard,

test in which a question is read in English which the candidate is asked to repeat back verbatim in the same language; and (6) back-translation.³⁴

An in-depth study of court interpreters resulted in the Final Report of the Task Force on Interpreter and Translation Services, Supreme Court of New Jersey, May 22, 1985 -- recommending policies and programs to better ensure access to courts for linguistic minorities. The report's recommendations, set out in a footnote, directly or indirectly address the establishment of statewide

in English, during which the candidate is recorded on tape.

³⁴Back-translation "is analogous to the read-back memory feature used in computer communication systems...." The back-translation technique involves pre-recorded questions or statements in English that are unrelated to each other.

The interpreter candidate is asked to listen through earphones to the questions and statements and to interpret them into the target language consecutively, as if interpreting at the stand. The candidate is allowed to take notes and a pad and pencil should be provided. During the examination, the candidate's performance should be recorded on a second tape recorder. When the candidate has completed the English-into-target-language portion, the newly recorded tape is set aside until the back-translation phase begins at the end of the assessment process.... At the end..., the test administrator rewinds the candidate's target language test tape and plays it back for the candidate, who listens to the recording through the headphones. The test administrator instructs the candidate to interpret consecutively from the target language into English everything that is heard on the tape, without adding or omitting anything that is on the tape in the foreign language for each utterance. ... The test administrator should have a clean copy of the original script, and simply check the back-translation for omissions or distortions of the original test statements and questions, in particular of the underlined scorable items. Fundamentals, pp. 198-99.

standards of quality for court interpreters.³⁵ In the absence of state certification of court interpreters, the OCI has developed its own methods of quality control, addressed briefly in its program description.

The Bilingual Courtroom³⁶ describes a seven-month study of 18 interpreters in federal district, superior, municipal and justice of the peace courts in four cities and towns in the United States in which 114 hours of judicial proceedings involving court interpreters were tape recorded. It includes a comparison of polite and non-polite interpretation of testimony, consultative style interpretation, hyperformal interpretation, hedged and non-hedged interpretation of testimony, active and passive interpretation of testimony, interrupting and noninterrupting the lawyer and the witness, and prodding and not prodding the witness

³⁵The New Jersey recommendations include: 1) prescribed qualifications of court interpreters/translators; 2) establishment of state Board of Court Interpreting and Legal Translating; 3) prescribed qualifications of bilinguals and adoption of policies to ensure services delivered by court personnel are linguistically and culturally appropriate; 4) public institutions of higher education should be designated as centers to train court interpreters and legal translators; 5) provision of ongoing training and professional education in the field; 6) adoption of canons of ethics for interpreters/translators; 7) establishment of comprehensive statutory basis for providing interpreter/translator services modeled after statutory provisions for deaf; 8) adoption of uniform standards to govern all phases of interpreted court proceedings and determine who pays; 9) availability of effective organization and administration of services at state and local levels; 10) adoption of policies to attract, employ and retain interpreter/translators and bilingual staff; 11) availability of forms in translatable English and Spanish; 12) make interpreter service known to those who need it and establishment of procedure to bring allegations of unprofessional performance or unequal access to the attention of the legal system and seek resolution; 13) creation of programs on how to work with court interpreters; 14) education of bar and law students on providing services sensitive to cultural and linguistic diversity; and 15) evaluation by Attorney General and Public Defender of accessibility of their services to linguistic and cultural minorities.

³⁶Berk-Selingson, Susan, Bilingual Courtroom, "Court Interpreters in the Judicial Process," University of Chicago Press, 1990.

to answer.³⁷ In its key findings related to the bilingual courtroom, the author makes clear that interpreting is a very complicated process, and that the interpreter's role is often misunderstood. Spanish is and can be expected to remain the most widely used foreign language in the United States today. The duties of the court interpreters studied in federal and superior courts cover basically the same criminal court procedures from initial appearance through sentencings. However, superior court interpreters interpret significantly more often in civil matters than do federal court interpreters.

While the federal Court Interpreters Act referred to earlier has made lower courts aware of the need to make qualified interpreters available to parties in a criminal action, sometimes there is a misperception by the courts about why the interpreter is in court. It is interesting to note what the Administrative Office of the United States Courts says the Court Interpreter Act is and is not designed to do:

The Court Interpreter Act is not designed as an intercultural tool to integrate people into American Society. It is an Act designed to bring justice to those individuals just as if they were English speaking. It's not designed to give them an advantage in the American judicial system. It is designed only to prevent miscarriages of justice. They have the same responsibilities as anybody else coming into a federal court to say, "I don't know what you are talking about. Could you make that clearer?"³⁸

The federal court interpreter examination is recognized as a high quality standard. It's a tough test. Forty percent of the OCI interpreters have passed the federal exam. Nationwide, the exam has been administered nine times in 12 years to 12,000 people, 442 or 3.6% of whom have passed.

Tough as it is, the federal exam fails to test for an ability to handle the long consecutive, the most difficult mode of translation and skill in it the mark of the truly accomplished interpreter. ...[T]he long consecutive does not as a rule lend itself to the courtroom setting -- because of

³⁷For an observation and analysis of nine court interpreter operations, see "The Need for Quality Interpreting Services in the Courtroom." Berk-Seligson, Susan, The Court Manager, Spring 1988.

³⁸Leeth, Jon, "The Court Interpreter Examination," Administrative Office of the U. S. Courts (1989).

restrictions on the use of the narrative in testimony, the role of objections, and inequities in making available to all present a witness's answer in real time.³⁹

In other words, passing the federal certification examination does not ensure that an interpreter is equipped to interpret for a witness on the witness stand.

Even with federal and/or state certification, the need for periodic monitoring of interpreter accuracy continues. Not to do so fails to provide checks and balances for a handful of individuals who speak a language the court does not understand. It is a little like issuing a driver's license for a lifetime -- as long as the driver can find a car to drive, it doesn't matter how many stop signs may be ignored or pedestrians run over. Writing on the difficulty of quality control in the criminal courts, Carlos Astiz claims:

The quality of the interpreting services provided generally is not known by those who contract for and administer them. ... We subscribe to the view that there is no legal difference in terms of meeting the constitutional guarantees of non-English speaking individuals between refusal to provide interpreting services and use of incompetent interpreters. In both cases defendants are denied due process of law and the opportunity to cross-examine witnesses and victims.⁴⁰

In his book on language, Davis claims that the primary focus of court administrators is on providing interpreter services, not on the adequacy of the service provided. In most courts there is no on-going evaluation of the quality of interpretation. Instead, the satisfaction of the service provided is based upon the number of complaints received. Davis asks,

How can the system of criminal justice be so confident of delivery of service or of the comprehensive on-going evaluation of performance? The system that takes pride in provision of due process treating everyone equally cannot claim such a certainty in the area of language services.

Davis adds that in most courts the interpreter is provided for the

³⁹Quinones, Melvyn O., "An Interpreter on Interpreting," N.S.R. Jan. 1986, p. 22.

⁴⁰Astiz, Carlos A., "But They Don't Speak the Language," The Judges' Journal, Spring 1986, p. 33.

benefit of the court, not the non-English speaker:

If the perspective of most judges and administrators is adopted, it is not surprising that there is so little on-going evaluation of performance of interpreters. ... All schedules and appearances are generally arranged to suit judges and attorneys. The victim, witnesses and defendants are seemingly adjuncts to the process.

Davis recommends taped interpreter appearances be reviewed periodically by a panel of language experts, a recommendation made ten years earlier by the Select Advisory Committee of the Judicial Council of California when studying the language problems of the non-English speaking.⁴¹

There are, however, problems with taping interpreter appearances in court proceedings, not the least of which is the comingling of voices. The pace is very fast, individuals talk "over" each other, and the sounds produced are often unintelligible. Victoria Vasquez of the University of Arizona Federal Court Interpreter Project advises that even in a controlled laboratory setting, taping voices in the consecutive mode is almost impossible, given the difficulty in controlling the hedges and pauses and the lack of cues.

G. OCI Locally.

Since there is limited program evaluation literature, OCI efforts to date in program evaluation in Maricopa County are noteworthy. In recent years OCI has initiated four measures to address the court's need for interpreters:

- Establishment of a training program in the mid-80's to thoroughly prepare new court interpreters in the types of courtroom proceedings, modes of interpretation, legal terminology and courtroom procedure prior to appearing in court;
- Reorganization, subsequent to a program analysis in December 1989, and management of OCI by a professional administrator, a non-interpreter. The most significant results of the reorganization were two: a closer link to the Court Administrator's Office, and better court use of the linguistic skills of interpreters to interpret and train which was accomplished by delegating administrative

⁴¹Davis, William E., "Language and the Justice System: Problems and Issues," The Justice System Journal, Vol. 10, No. 3, 1985.

matters to management;

- In 1991, revision of OCI Practices, Procedures and Policies governing the service provided the court by Spanish and LUL interpreters; and
- Conduct of a four-week time and motion study in 1991, resulting in memos of June 20 and October 17, 1991 to staff and the deputy court administrator with regard to staffing to meet the court's demand. The key finding was that court interpreters, through no fault of their own, spend the vast majority of their time in transit from courtroom to courtroom and waiting for court proceedings to begin.

OCI continues to work with judicial hearing officers in an effort to allocate its scarce interpreter resources effectively. The most recent achievement, the result of efforts by the senior court interpreter, is an agreement by two downtown criminal quadrants to schedule interpreter cases three days a week rather than five, an arrangement which allows greater scheduling flexibility.

VI. METHODOLOGY.

OCI provides interpreter services to the five juvenile, 20 criminal, seven special assignment and 29 noncriminal divisions of the court, as well as to Initial Appearance Court, Justice Felony Center, guilty and not-guilty plea arraignments, and court-related agencies such as the Public Defender, County Attorney, Probation, Conciliation, Department of Economic Security, and private counsel.

However, because criminal is by far the largest user and the one using 70% of the interpreter staff, only criminal cases were considered for purposes of this study. Roughly 75% of the interpreter demand is in criminal, with most of the rest in juvenile. Less than 2% of demand for court interpreters is in noncriminal. Of over 15,000 felonies filed in 1991, and over 3,000 felonies pending in the Criminal Department in any given month, roughly 20 percent are interpreter cases.

Evaluation information was collected by three means: 1) a questionnaire survey of the most frequent users of interpreter service; 2) a review and analysis of OCI appearance statistics; and 3) a telephone survey of 15 court interpreter offices in similarly-situated general jurisdiction trial courts across the nation.

The questionnaire responses address both the perceptions of the consumers about the timeliness, accuracy and overall effectiveness of the OCI interpreter service and their suggestions on how to improve it. The telephone survey provides an opportunity to identify other individuals engaged as service providers and to compare common policies, practices and concerns in the provision of

interpreter service. An analysis of the OCI statistics reveals the volume of interpreter appearances in the criminal divisions over time, a measurement of increase in demand by language, and a calculation of the costs per appearance.

The questionnaire engages immediate consumers; the telephone survey engages national service providers; the OCI statistics address local volume and cost. Taken together, the three research areas provide a measure of how effectively the OCI eliminates the language barrier in Maricopa County Superior Court's criminal divisions.

A. Questionnaires.

Judicial hearing officers, their bailiffs, defense counsel, prosecutors and adult probation officers were surveyed by written questionnaire for their perceptions as to the overall effectiveness, accuracy and timeliness of interpreter service. Collection sites included three criminal quadrants in downtown Phoenix, one criminal quadrant in the Court's Southeast branch court, the superior court's Initial Appearance Court,⁴² the arraignment court, and Justice Felony Center.⁴³ The survey process is summarized as follows:

- draft questionnaires for the five categories of survey respondents were prepared;
- selected staff court interpreters reviewed and edited the questionnaires and later met as a group for further comment and critique;
- questionnaires were revised based upon interpreter suggestions;
- comments by the ICM internship/project supervisor suggesting the need for forced choice questions generated additional revisions to questionnaires;

⁴²The Rules of Criminal Procedure provide that an a person who has been arrested shall be taken before a magistrate within 24 hours of the arrest. At Initial Appearance Court, the magistrate ascertains the arrestee's true name and address, informs him of the charges against him, informs him of his rights to counsel and to remain silent, appoints counsel, considers comments offered by victim concerning release, and determines release conditions.

⁴³Justice Felony Center was designed to reduce case processing time by combining preliminary hearings in Justice Court with arraignments in Superior Court, conserving resources by hearing matters from four separate geographic locations at one place within walking distance of the county jail.

- conducted pre-test of the 16 judicial hearing officers assigned to the Juvenile department, where two of ten staff interpreters are assigned, with a 100% response rate;
- based upon the pre-test responses, further meetings were conducted with the ICM supervisor and with Bill Hewitt of the National Center;
- the questionnaires were further revised to eliminate problem questions, resulting in 27 final questions, most of which are forced choice with multiple parts. See Appendix H attached for the five questionnaires;

Potential individual respondents were identified as follows:

- 32 judicial hearing officers -- whether judges, commissioners or pro tems -- assigned to criminal, special assignment and initial appearance court, along with bailiffs assigned to those divisions;
- 150 public defenders and 52 criminal court-appointed lawyers were listed;
- 125 county attorneys in criminal were listed;
- 41 pre-sentence writers in Adult Probation were listed;
- public defenders, criminal court-appointed lawyers, county attorneys and pre-sentence writers were assigned numbers and a random selection process was used to select a percentage of each group to arrive at a representative sample;

RESPONDENT POPULATION, OCI QUESTIONNAIRE

Table 2

RESPONDENT TYPE	TOTAL POP.	NUMBER SELECTED	PERCENT POP.	PERCENT WHOLE
Judicial Hearing Officers ⁴⁴	32	32	100%	24%
Bailiffs	23	23	100%	18%
Public Defenders	150	27	18%	21%
Court-Appntd Counsel	52	11	21%	8%
County Attorneys	125	28	22%	21%
Adult Probation PSIs	41	10	24%	8%
Totals	423	131		100%

- respondent lists of each five categories were numbered, totaling 131;

- cover memos were prepared for respondents;

- cover memos and questionnaires were copied, with questionnaires reproduced on seven different sets of colored paper.⁴⁵ Colored paper was selected instead of white for two reasons; first, to increase the likelihood that the respondent would pay attention to it; and second, to simplify data analysis upon return;

- memos and questionnaires were personalized for each respondent recipient, and each questionnaire was numbered unobtrusively in the lower right corner of the front page with the corresponding number on the respondent lists;

- each set -- one memo and one questionnaire -- was put in an interoffice envelope and delivered by interoffice

⁴⁴One responding judicial hearing officer's questionnaire was excluded from the compiled responses. The excluded response, identified as from a commissioner at Justice Court Felony Center, greatly distorted the averages and was considered to be a statistical outlier. The questionnaire is included in its entirety as Appendix J.

⁴⁵Judges and commissioner questionnaires were printed on blue paper; bailiffs, green; public defenders, pink; court-appointed counsel, goldenrod; prosecution, yellow. Because all available colors were used, adult probation questionnaires were reproduced on white paper.

delivery with the exception of those mailed by U. S. mail to court-appointed lawyers;

- approximately three weeks later, the response rates for each of the five groups were as follows:

RESPONSE RATES TO QUESTIONNAIRE, BY POPULATION
Table 3

	Initial Response	Subsequent Response
judicial hearing officers	59%	78%
bailiffs	76%	87%
public defenders	52%	74%
court-appointed counsel	45%	64%
county attorneys	46%	74%
pre-sentence writers	80%	100%
Overall response rate	58.6%	78%

- Follow-up reminders were sent, increasing the response rate overall to 78%.⁴⁶

- An automated database, Paradox, was used to compile the questionnaire responses. The collected information was then transferred into a software program written on Statistical Program for the Social Sciences (SPSS), a statistical package designed to manage the information through menu-driven data analysis. Harvard Graphics was used to create graphics.

- Twenty-seven (27) questions were asked in all. Generally, respondent types were asked the same questions. However, not all questions were asked of each respondent type, requiring that questions on each type of questionnaire be renumbered before entering responses into Paradox.

- Responses to questions that allowed for comments and non-forced choice questions were treated separately. Responses were read, analyzed and recorded; see Appendix L.

- Examination for statistical outliers was accomplished by a review of the data displayed in Paradox and in the SPSS frequency distributions. Both methods identified erroneous and missing data at various stages of the process.

⁴⁶According to Earl Babbic, author of The Practice of Social Research, 5th ed. (1989), 50% is an adequate survey response rate, 60% is good, and 70% is very good.

B. Telephone Survey.

The National Center for State Courts is currently involved in a project on court interpreter issues funded by the State Justice Institute. The National Center's project has set out to

identify resources to help courts cope with interpreter problems;

describe programs for improving interpreter services;

document efforts at improvement;

develop problem-specific materials;

develop recommendations for long range action; and

disseminate information about court interpreters nationwide.

The project is to produce, by year end, a compilation of reference sources for the National Center's lending library; a review of statutes relating to court interpreters; and a monograph, now in draft, on court interpreters to serve as a prescriptive resource on effective interpreter programs.

In that project's meeting with its Advisory Council in Tucson, Arizona on February 11, 1993, Bill Hewitt of the project staff told the Council that while there are model court interpreter programs in the nation, they vary significantly from court to court.

In the author's attempt to compare the program under evaluation with a model court interpreter program,⁴⁷ the National Center assisted in both helping to design an effective telephone survey and in identifying a number of courts to be surveyed. The survey was conducted with 15 state trial courts across the nation, selected either because this Court compared itself to these courts' criminal or civil dockets in previous studies, and/or because the courts' populations were similar.

Information on the practices of similarly-situated court interpreter service providers was obtained by a telephone survey of 15 other general jurisdiction trial courts:

⁴⁷The OCI of the Superior Court of Arizona in Maricopa County is one of the model programs referred to by the National Center's project.

PARTICIPANTS IN TELEPHONE SURVEY

Table 4

Detroit Recorder's Court	Detroit, MI
Circuit Court, Criminal Division	Milwaukee, WI
17th Judicial Circuit Court	Ft. Lauderdale, FL
Circuit Court of Cook County	Chicago, IL
Cuyahoga County Court of Common Pleas	Cleveland, OH
D.C. Superior Court	Washington, D.C.
11th Judicial Circuit Court, Dade Cty	Miami, FL
Fourth Judicial District	Minneapolis, MN
Court of Common Pleas	Philadelphia, PA
Second Judicial District Court	Albuquerque, NM
Harris County Commissioner Courts	Houston, TX
Orange County Superior Court	Santa Ana, CA
San Diego County Superior Court	San Diego, CA
District Court	Denver, CO
King County Superior Court	Seattle, WA

Of specific interest was a comparison of needs assessment procedures; procedures for determining interpreter qualifications; training and orientation programs; educational programs and materials for bench and bar; and per diem costs.

C. Statistics.

OCI management has some statistical records of its operation extending back to the 1980's. Those records include monthly, quarterly or annual reports of the numbers of appearances/events in which Spanish interpreters were provided, often broken down by courtroom. Many months -- and some years -- of records have been lost or destroyed.

Complete detailed OCI records are available beginning with fiscal year 1990/91 and include a breakdown of the numbers and types of Spanish appearances by court proceeding or interview. The records are prepared monthly by OCI management based upon collected materials from the individual OCI interpreters and the OCI secretary. The individual interpreters each keep a record of the numbers and types of their daily appearances which are turned in each month by the first Monday of the following month. The senior court interpreter submits the total number of active criminal cases pending as well as detail with regard to workload activity in each division. The interpreter coordinator of lesser use languages (LUL) submits the numbers and types of LUL appearances. The two interpreters assigned to juvenile submit reports on their overall operation. The OCI secretary submits pay vouchers of LULs to management for approval, from which management records expenditures both by language and by date.

Criminal Court Administration statistics provide a perspective with which to view interpreter statistics. A portion of Criminal Court Administration statistics from the 1991/92 annual report was selected to provide a comparison of the number of felonies filed and the number of pending felony cases to interpreter workload.

Finally, the 1990 Census was consulted with regard to state and county population figures.

VII. FINDINGS.

Findings are based upon responses to questionnaires directed to local consumers of OCI services, responses to a telephone survey of 15 general jurisdiction trial courts across the United States, and an examination of OCI statistics. Taken as a whole, the three research areas measure the OCI's effectiveness in eliminating the language barrier in criminal cases in the Maricopa County Superior Court.

Turning first to the Questionnaires. One hundred thirty-one (131) individuals representing six types of "consumers" of court interpreter services were polled, with 103 responses. See Table 5 for the types of respondents:

QUESTIONNAIRE RESPONSES BY RESPONDENT TYPE

Table 5

Categories Queried	Polled	No. Resp	Resp Rate	% Totl
Judicial Hearing Officers	32	25	78%	24.2
Public Defenders	27	20	74%	19.4
Court Appointed Counsel	11	7	64%	6.8
County Attorney	28	21	74%	20.4
Bailiffs	23	20	87%	19.4
Adult Probation Officers	10	10	100%	9.7
Total	131	103		100.
Overall Response Rate			78%	

Findings from the local questionnaires include the following:

A. Perception of Accuracy of Service.

- All of the judicial hearing officers rated accuracy in either the satisfactory or very satisfactory categories, as did

100% of the court appointed counsel, compared to 79% of the public defenders, 87% of the county attorneys and 90% of the adult probation officers. The only unsatisfactory rating was from 1 public defender, representing 5% of the responding public defenders or 1% of the overall respondents.

Q 19. SATISFACTION WITH ACCURACY

Table 6

Q 19 = How satisfied with accuracy of service		Judge	Comm	PD	Aptd	CntAty	APO
very unsat	0%	0	0	0	0	0	0
unsatis	1.0%	0	0	1	0	0	0
neutral	5.5%	0	0	1	0	2	1
satisfactory	23.3%	3	1	2	2	4	5
very satisfac	69.9%	14	5	15	4	9	4
		17	6	19	6	15	10
		23.3%	8.2%	26%	8.2%	20.5%	13.7%
73 responses							
Q 19 not asked of bailiffs							

When asked how the accuracy of the interpreter service might be improved, the two most frequent choices were to train more interpreters (49%)⁴⁸ and increase educational and training opportunities for interpreters in Arizona (59%). Twenty-seven percent (27%) said no improvement was necessary (AP M, Q22).

To determine whether respondents regarded the interpreters' behavior as professional, respondents were asked to rank the appropriateness of the courtroom conduct of court interpreters -- both those on staff and those lesser used interpreters of languages other than Spanish. Interpreters and management had expected that the conduct of staff was always appropriate and that of other interpreters was always or usually always appropriate. However, neither were prepared for 17% of the judicial hearing officers responding "usually appropriate" for staff and 4.3% "seldom appropriate" for other interpreters (AP M, Q13-14).

While professional conduct may not be an indicator of interpreter accuracy, lack of it reflects poorly upon perceived quality of the OCI and confidence in interpreting services. This

⁴⁸This choice was offered only to judicial hearing officers due to oversight in preparation of the five questionnaires.

area will be reserved for follow-up at a later time.

B. Meeting Accuracy and Timeliness Criteria.

• Over half of all respondents say that they base their belief that the nonEnglish speaker understands the information communicated on whether the response is consistent with the question posed. The next most often selected response was based upon facial expression and body language. A dozen (12.5%) responded that they depend upon an uninterrupted flow of words -- which, sadly, might have no relationship to the actual words spoken, given an unethical or unskilled interpreter. Five (5.2%) rely upon their independent knowledge of two languages; and six (6.3%) admit that they don't know how to evaluate accuracy of the interpretation (AP. M, Q4).

• In an effort to determine both how often judicial hearing officers, defense and prosecution believe there to be interpreted errors in the record, respondents were asked both how often challenges to the interpreted rendition had been made in the past year and how often they believed challenges should have been made (AP M, Q9,10). While almost 97% said there were no challenges, with 3.2% reporting one or more, nine respondents (14.3%) expressed the opinion that one or two challenges should have been made.

• Respondents were asked directly how often bilinguals were used by them in court proceedings and in interviews in the absence of court interpreters (AP M, Q12,27). Forty-four percent (44%) responded that they had never used a bilingual in a court proceeding; and, 80% responded that they had never used a bilingual for an interview (AP M, Q12,27). However, of those responding that they had used a bilingual in a court proceeding, 12% said they had done so between 6 and 25 times over the past year.

• The user perception questions that were the genesis of the questionnaire went to the timeliness, accuracy and effectiveness of the interpreter service. Responses, set out in the tables following, are interesting if not surprising: interpreters scored significantly higher on the satisfaction scale than did either the secretary or administrator (Table 7).

Q. 17. SATISFACTION WITH QUALITY, TIMELINESS

Table 7

Q 17: How satisfied with quality and timeliness of interpreter service through

	VryUnsat	Unsat	Neutral	Sat	Very Sat
OCI secretary 71 responses	1.4%	7.0%	26.8%	31.0%	33.8%
OCI administrator 64 responses	0	1.6%	26.6%	32.8%	39.1%
OCI interps 88 responses	1.1%	1.1%	5.7%	28.4%	63.6%

[Asked of all respondents]

Ratings as to the overall effectiveness of the interpreter service varied only slightly: 96% of the judicial hearing officers rated their overall satisfaction with the interpreter service either satisfactory or very satisfactory, compared with 89% of the public defenders, 43% of the court-appointed counsel, 76% of the county attorneys and 90% of the adult probation officers (Table 8). Two respondents (1.9%) rated the service unsatisfactory.

Q. 20. SATISFACTION WITH OVERALL EFFECTIVENESS

Table 8

Q 20: How satisfied w/overall effectiveness of service

		Judge	Comm	PD	Aptd	CntAty	APO
very unsat	0%	0	0	0	0	0	0
unsatis	1.9%	0	0	0	1	0	1
neutral	13.0%	1	0	2	3	4	0
satisfactory	42.9%	9	2	7	1	8	6
very satis	41.6%	8	4	10	2	5	3
		18	6	19	7	17	10
		23.4%	7.8%	24.7%	9.1%	22.1%	13%

77 responses
not asked of bailiffs]

Judicial hearing officers, prosecution and counsel indicate that interpreter matters usually have priority on the morning court calendar (AP M, Q3).

- It is sometimes the interpreters' experience that the case will proceed without the interpreter. The implication could be either that the initial determination of the need for an interpreter was faulty or that the individual was left to some means other than the interpreter to understand the proceeding. In an attempt to discover the users perception, the question was posed to judicial hearing officers, bailiffs, prosecution, and defense. The same question was asked of bailiffs to see if their responses would echo that of the judicial hearing officers.

From the standpoint of scheduling a limited resource, the OCI's most favorable response would be the first: reschedule to another date. This response was selected 12 times, or only 8.9% of the responses. However, from the standpoint of relying upon trained interpreters as opposed either to untrained bilinguals or proceeding in English, the responses were positive: 77.6% of the responses indicated that when the matter was ready to proceed, someone would either call the OCI or page the interpreter directly and wait for the interpreter's arrival before proceeding. It was interesting to note that the bailiffs' responses significantly agreed with that of the judges in those two categories. Five percent of the responses indicated that a bilingual would be called upon in the absence of an interpreter (AP M, Q5).

- Judicial hearing officers, bailiffs, prosecution and defense counsel were asked what happens when at court proceeding it becomes clear an interpreter is needed, either for a witness or the defendant, and that matter had not previously been communicated to the OCI (AP M, Q6). This question is important to OCI management, again, because of the difficulty of managing scarce interpreter resources. While on the one hand it is heartening to note that roughly 46% of the respondents say they wait to proceed until the interpreter arrives, the response implies that there is an expectation that an interpreter will be dispatched without prior notice.

- Defense counsel were asked what they do to ensure that an interpreter is present for a court proceeding. Sixty-three percent (63%) of the responses indicate that the interpreter was either scheduled before the hearing or "encountered by chance"; 23% admitted doing nothing to ensure the presence of the interpreter (AP M, Q25).

- Responses to questions with regard to scheduling interpreters for court appearances reveal a disparity between the estimated number of interpreter appearances (average 25) and the estimated number of times an interpreter has been scheduled (average 10). (AP M, Q7,8). This contrast may have to do with the variety of ways interpreter appearances are scheduled.

- Satisfaction with timeliness varied somewhat among the types of respondents (Table 9). Seventy-five percent (75%) of the

judicial hearing officers rated the timeliness of the service either satisfactory or very satisfactory, compared to 84% of the public defenders. None of the court-appointed counsel were very satisfied with the timeliness, and 43% were either unsatisfied or very unsatisfied. Fifty-nine (59%) of the county attorneys were satisfied or very satisfied, and 80% of the adult probation officers were satisfied or very satisfied. When asked in a separate question how to improve timeliness, 77% of the respondents suggested hiring more interpreters (AP M, Q21).

Q. 18. SATISFACTION WITH TIMELINESS

Table 9

Q 18 = [Q not asked of bailiffs] How satisfied with timeliness of service							
		Judge	Comm	PD	Aptd	CntAty	APO
very unsat	2.6%	0	0	1	0	1	0
unsatisfactory	6.5%	0	0	1	2	2	0
neutral	20.8%	5	1	2	2	4	2
satisfactory	48.1%	9	2	9	2	8	7
very satis	22.1%	4	3	7	0	2	1
		18	6	19	7	17	10
		23.4%	7.8%	24.7%	9.1%	22.1%	13%
77 responses							

• When all groups were asked to offer their suggestions to improve the overall effectiveness of the interpreter service, 30 offered suggestions. The suggestions fell into four general categories, the most common of which was to hire more interpreters and increase their pay (53.3%) (Figure 10, AP L, M, Q23).

User Suggestions to Improve Interpreter Effectiveness

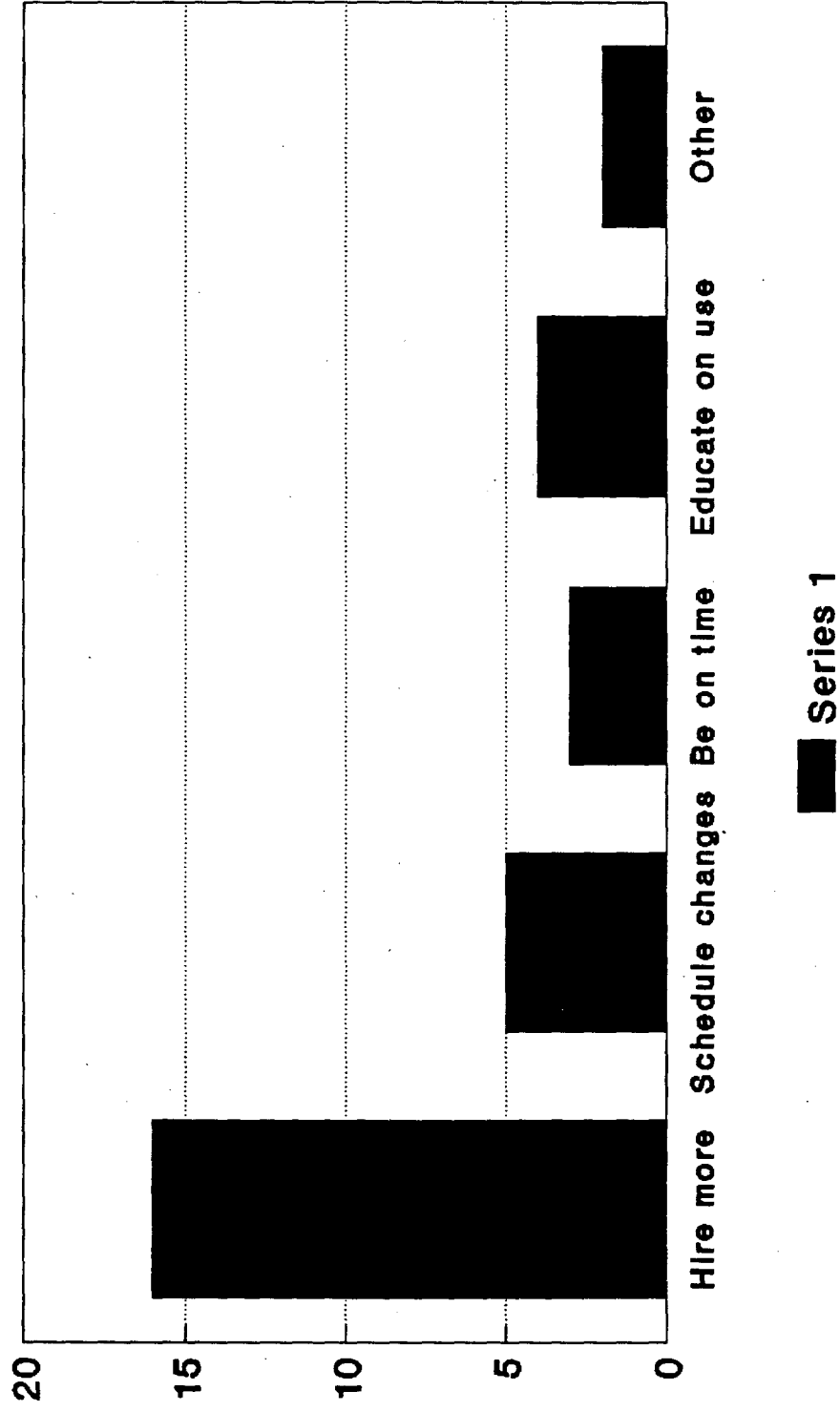


Figure 10

C. Determining Need for Interpreter.

- Sixty-seven (67) respondents answered a question asked to determine how evaluations were made with regard to whether an interpreter was needed. The respondents split evenly into two categories, with half (43.3%) making no evaluation at all because the interpreter was present and interpreting, and the other half (44.8%) relying equally upon an independent judicial evaluation of the need (14.9%), defendant or counsel's request for an interpreter (16.4%), or the defendant's claim not to speak English (13.4%).

- Over 90% of the users questioned indicate understanding of the court interpreter role (AP M,Q2);

- Interpreters designed a question to reveal how much the users know about Spanish surnames. Thirty-nine percent (39%) selected the correct answer, which is, in fact, the combination of two answers: the first last name (which is the family or surname) of a Spanish speaker is the most important, and the "true" last name of a Spanish speaker should reflect both the first and the second last names. Another 12% responded to half of the correct answer, and 26% to the other half. (AP M,Q15). The responses reveal that more education in this area is in order.

- Because the interpreter with the most seniority believed that the judicial hearing officers do not know who the interpreters work for, he designed a question asked of judges and commissioners (AP M,Q16). Eighty-three percent (83%) responded correctly, i.e. that OCI, as part of Court Administration, works for the court.

D. Other Court Interpreter Programs.

Looking away from its own operation in order to learn something of the operation of other interpreter services provided to similarly-situated general jurisdiction trial courts in the nation, OCI turned to a telephone survey.⁴⁹

An examination of Tables 11 and 12 together reveals which services qualify, train and evaluate staff and per diems, and provides an indication of the volume of activity and cost. None of the 15 programs is either a match or a model for OCI in every program area. However, each program is basically involved in the same effort: eliminating the language barrier in the courts.

⁴⁹See Appendix K for a list of individuals participating in the survey.

COMPARING STAFF SIZE AND PER DIEM COSTS
TELEPHONE SURVEY

Table 11

Court	Staff ¹	Staff Size	Interpreter Manager ²	Annual Per Diem Cost	Per Diem Rates	Appearance Statistics ³
Phoenix	Yes	10	No	\$ 51,331	\$40-160	21,473
Detroit	No		Yes	\$ 37,435	\$75/\$150	No
Milwaukee	Yes	1	Yes	26,000	35/ 70	No
Ft. Lauderdale	Yes	3	No	67,750	25/ 50 hr	Yes
Chicago	Yes	29	No	600,000	50/ 100	Yes -- 60,000
Cleveland	No		No	2,000	15/ 40 hr	No
D.C.	No		Yes	278,871	200/ 250	Yes -- 4,732
Miami	Yes	37	No	190,000	25/ 50 hr	Yes -- 107,000
Minneapolis	No		No	94,000	30/ 45 hr	Yes -- 2,200
Philadelphia	Yes	6	Yes	100,000	50 hr	No
Albuquerque	No		No	32,082	18 hr	No
Houston	No		No	100,000		No
Santa Ana	No		No	750,000	106/ 176	No
San Diego	Yes	4	Yes	529,287	94/ 150	No
Denver	No		No	20,000	25 hr	No
Seattle	Yes	2	Yes	210,000	30/ 40 hr	Yes

1 Are court interpreters on staff?

2 Is the manager of interpreter operation an interpreter?

3 Does the operation keep a record of the number of its appearances?

COMPARING STAFF/PER DIEM TRAINING, EVALUATION AND QUALITY METHODS
TELEPHONE SURVEY, CONTINUED

Table 12

Court	Cert ¹	Staff Trn ²	PD Trn ³	Staff Eval ⁴	PD Eval ⁵	Qualify Method ⁶
Phoenix	No	5-8 weeks	1td	PrfmncEvalPlus	Observ	Pre-emplmntTrst
Detroit	No	n/a	none	n/a	Clerks	rely on service
Milwaukee	No	none	none	none	none	rely on agency
Ft. Lauderdale	No	none	mentor	PrfmncEval	none	exper/fed cert
Chicago	No	exam;orient	none	none	observ	work & EducBckgrnd
Cleveland	No	n/a	none	n/a	none	rely on service
D.C.	No	n/a	ConfIntrp	n/a	RevComplnts	StDept/fed cert
Miami	No	6-8 weeks	none	feedback	feedback	test
Minneapolis	No	n/a	exams, trn	n/a	jdgc feedback	rely on list
Philadelphia	No	2 weeks	none	PrfmncEval	none	test
Albuquerque	Yes	n/a	none	n/a	jdgc feedback	cert list
Houston	No	n/a	none	n/	feedback	rely on agency
Santa Ana	Yes	none	none	none	feedback	contract w/cert'd
San Diego	Yes	orientation	orient	none	feedback	cert list
Denver	No	n/a	none	n/a	none	rely on agency
Seattle	Yes	ongoing	workshops	observation	f/u eval	cert/screen/orient

1 Is there state certification of court interpreters in your state?

2 Is there a training program for staff interpreters before they interpret in court?

3 Is there a training program for per diem interpreters before they interpret in court?

4 What evaluation plan do you follow for staff interpreters?

5 What evaluation plan do you follow for per diem interpreters?

6 How do you locate qualified interpreters?

1. Language Need.

• The most common foreign language need was Spanish in all 15 courts -- the same as in this Court (AP R,Q1).

• This researcher had hoped to find a "needs determination" procedure followed by judicial hearing officers that would consistently insure that an individual needing an interpreter would be provided with one, and that interpreter resources would not be "wasted" when the need was not "real." Instead, the responses were consistent: the judge's discretion was the determining factor; no guidelines were offered as to how that discretion was exercised (AP R, Q16).

• The short answer to a related question with regard to the existence of local rules or statutes on court interpreter appointments was "No". However, the question led to an offer of information by seven courts with regard to their statutes or local rules addressing court interpreters (AP K, Q16a).⁵⁰ Arizona has a statute addressing interpreters for the deaf,⁵¹ but none on interpreters of foreign languages. The Rules of Civil Procedure include a rule with regard to assigning interpreter costs in civil matters.⁵² However, there are no Arizona statutes or local rules with regard to when or how interpreters are appointed.

2. Qualifying, Training and Evaluating Interpreters.

• While eight of those programs surveyed responded "no" to whether the court required interpreters to abide by a code of ethics, two responded with an unequivocal "yes" and an additional five required ethical compliance through the administration of the interpreter service -- which is the case in this Court (AP K,Q12). OCI's "Per Diem Interpreter Guidelines" state that "per diem interpreters are expected to adhere to the standards of professional ethics ... and comply with the same standards of conduct as other representatives of the Court." Those guidelines go on to say that "failure to comply ... is sufficient reason for the OCI to discontinue contracting for the per diem interpreter's services."

• Twenty-six percent (26%) of those surveyed have state certification for court interpreters; one-third of those without

⁵⁰Those statutes and rules will be referred to in the proposed position paper addressing the need for state certification of court interpreters. See Recommendation No. 8 in the Conclusions and Recommendations section.

⁵¹A.R.S. § 12-242.

⁵²Arizona Rules of Civil Procedure, Rule 43(c).

certification provide an examination to determine qualifications (Table 12).⁵³

- Training and evaluation practices are diverse. Two of the 15 surveyed have formal training for two to eight weeks for staff interpreters. One program provides ongoing training; another is limited to orientation. Per diem training is through a mentor in one program, through training and examinations in another, through orientation in another, and through workshops in yet another. Staff evaluation, when it exists at all, is through employee performance evaluations, feedback or observation. Per diem evaluation is based on feedback, with one program having a formal follow-up evaluation system. See comparison in Table 12 and in AP K, Qs 5,6,9 and 10).

3. Educating Consumers of Interpreter Services.

- Thirteen percent (13%) of those surveyed have an ongoing program of education with regard to interpreter issues for the bench and bar; AP M, Q14. While this is perceived to be important by interpreters and management in this Court, it is not high on the bench's list of priorities; see AP K, Q23.

- Over half of respondents have one or more judges in their court with a special interest in court interpretation (AP K, Q17).

4. Operational Issues.

- two-thirds of the interpreter services are managed by an interpreter -- this Court currently has a non-interpreter with management orientation in this role (AP R,Q2).

- Forty-six and six-tenths percent (46.6%) of the surveyed courts do employ staff interpreters -- as does this Court (AP K,Q3);, the smallest staff is one, the largest staff is 37 in Miami's Dade County Circuit Court (AP K,Q4) -- compared to this Court's staff of 10 interpreters.

- Eighty-six and six tenths percent (86.6%) of the interpreter operations surveyed were centralized -- with varying assignment or scheduling procedures. (AP K,Q7). None of the assignment procedures are identical with that of this Court.

- Comparing workload based upon the numbers and types of interpreter appearances proved impractical, if not impossible; only four of the six offices which keep statistics have an annual tally (AP K,Q13). This Court's interpreter appearances exceeded 21,000 last year, compared to 2,200 in the Fourth Judicial Circuit in

⁵³Two of the four with state certification are courts in the same state) -- Arizona does not have state certification.

Minneapolis, 4,732 in the District of Columbia Superior Court, 60,000 in Cook County Circuit Court, and 107,000 in Dade County, Florida Circuit Court.

• Forty-three and three-tenths percent (43.3%) of those surveyed agree that there is a problem in their court with wasted interpreter time (AP K, Q15) -- a problem prevalent in this Court. However, a review of the comments offers little insight in terms of possible solutions.

5. Costs.

• Rate setting for contract or per diem interpreters is determined in a variety of ways (AP K, Q19). Some are established by county policy; some are set by the state's Administrative Office of the Courts; some are negotiated by the Court Administrator; and some are tied to federal court interpreter free-lance rates. This Court has a blanket order setting rates for per diems for Spanish and all other languages, which provides Court Administration authority to deviate when necessary. When that deviation is necessary, it is covered by court order in the particular case.

• Per diem rates vary widely (AP K, Q20). Of the hourly rates provided, Cleveland's Cuyahoga County Court of Common Pleas rate of \$15 is the lowest. The average hourly rate of the eight courts who procure free-lance interpreters by the hour is \$33.50. The highest daily rate is the District of Columbia Superior Court's rate of between \$200 and \$250 a day, depending upon the certificate held. This Court's rate ranges from \$40 for the first hour, to \$80 for the first four hours, to \$160 for a full day.

• Salary ranges for interpreters and supervisor - coordinators were available from a small number of respondents and, as one would expect, vary widely (AP K, Q21).

Table 13

	INTERPRETER SALARIES	
	Low	High
Phoenix	\$24,918	\$38,000
Chicago	\$23,000	\$30,000
Ft. Lauderdale	\$20,782	\$30,849
Miami	\$18,740	\$27,040
Philadelphia	\$23,608	\$25,825
San Diego	\$26,790	\$32,572
Seattle	\$36,000	

See also Figure 14.

Salary Comparison Court Interpreters

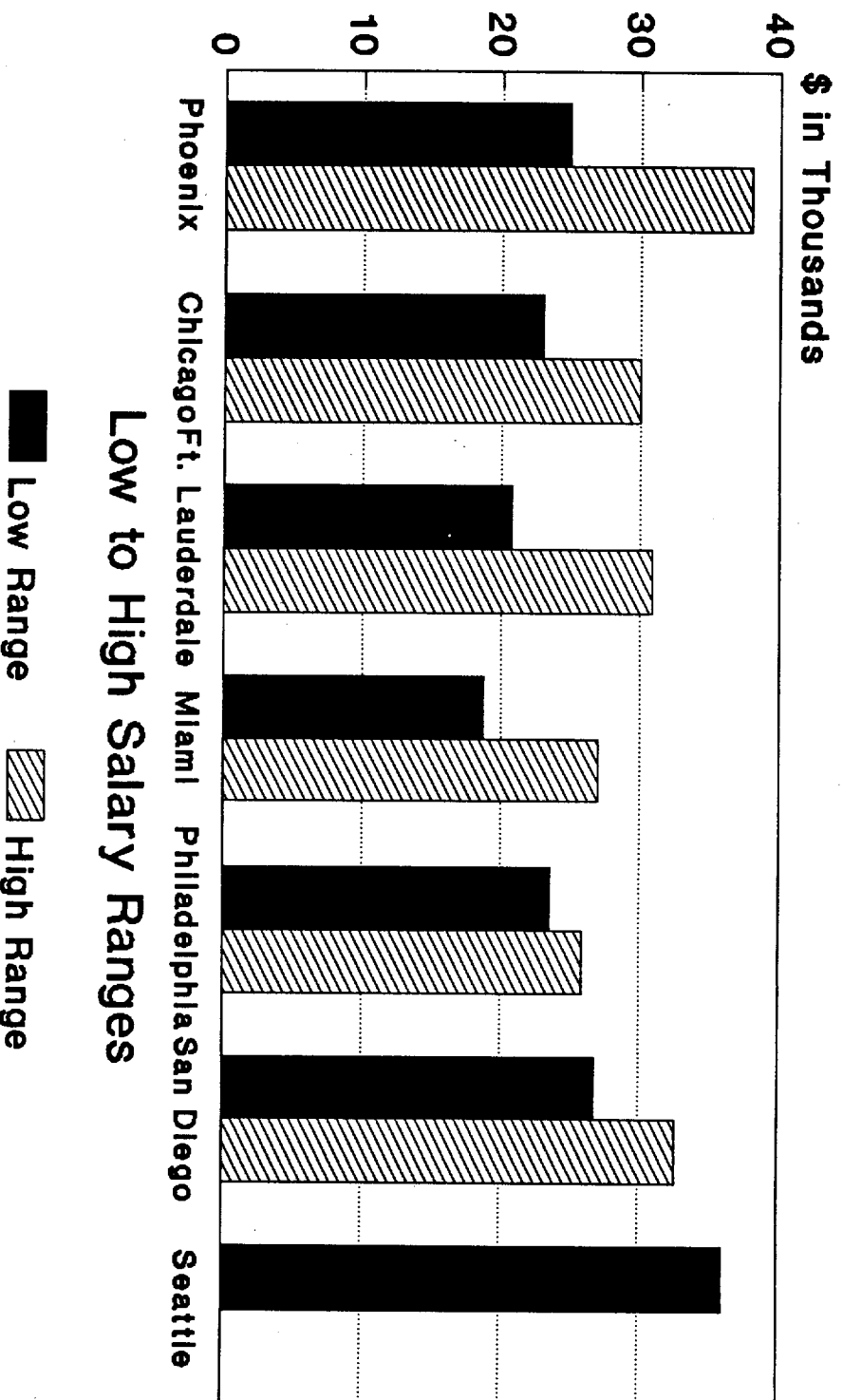


Figure 14

• None of the courts surveyed charge a user fee for court interpreter services, which probably should not be surprising. (AP K, Q22). The question was used to trigger discussion on how interpreter services differ with regard to whom service is provided. For example, some operations provide interpreters for court proceedings only, not defense interviews. Other courts only provide services for court proceedings and court-appointed counsel or public defender. OCI provides interpreters for all court proceedings, including juvenile, criminal, civil, domestic relations, mental health and probate, plus witnesses and defense interviews, pre-sentence interviews, and translations.

• Per diem expenditures range from \$2,000 to \$750,000 (AP K, Q23), averaging \$202,495, compared to OCI's \$51,000; for OCI's recent per diem expenditures, see Figure 25.

• Interpreter costs for those surveyed were most often part of the court or county budget, with the Court Administrator reviewing expenditures (AP. K, Q23c); the same is true in this Court.

E. Local Statistics.

1. Demographics. According to the 1990 Census of Population and Housing,⁵⁴ Arizona ranks 8th among the 52 other states, with 100,250 or 3.73% of its total population of 2,686,445 unable to speak English well or at all. Maricopa County's total population, according to the same source, is 2,233,700 or 83% of the whole of Arizona. Were one to apply the state's 3.73% rate to Maricopa County's population, 83,317 of Maricopa County's residents would speak little or no English.

2. Total Felonies. Over 15,000 felonies were filed in Maricopa County Superior Court in 1991 and in 1992. Terminations increased from 1991 to 1992; filings exceeded terminations by about 400 cases. Initial appearances exceeded 28,000 in both 1991 and 1992. Cases took longer to terminate in 1992 than in 1991, both at the 90th and 99th percentiles.⁵⁵ See Table 15.

⁵⁴U. S. Department of Commerce, Bureau of Census.

⁵⁵The Superior Court of Arizona in Maricopa County adheres to ABA standards which measure a criminal trial court's optimal case processing time to be disposition within 120 days for 90 percent of its cases, within 150 days for 99 percent.

STATUS OF CRIMINAL CASELOAD

Table 15

Maricopa County Felonies			
	1991	1992	% Change
Felony Filings	15,697	15,137	(3.6%)
Felony Terminations	14,308	14,729	2.9%
Initial Appearances	28,507	28,263	(0.9%)
Case Age @ term'n for 90% (days)	195	227	16.4%
Case Age @ term'n for 99% (days)	379	434	14.5%

See also Figure 16.

Felonies 1991 and 1992

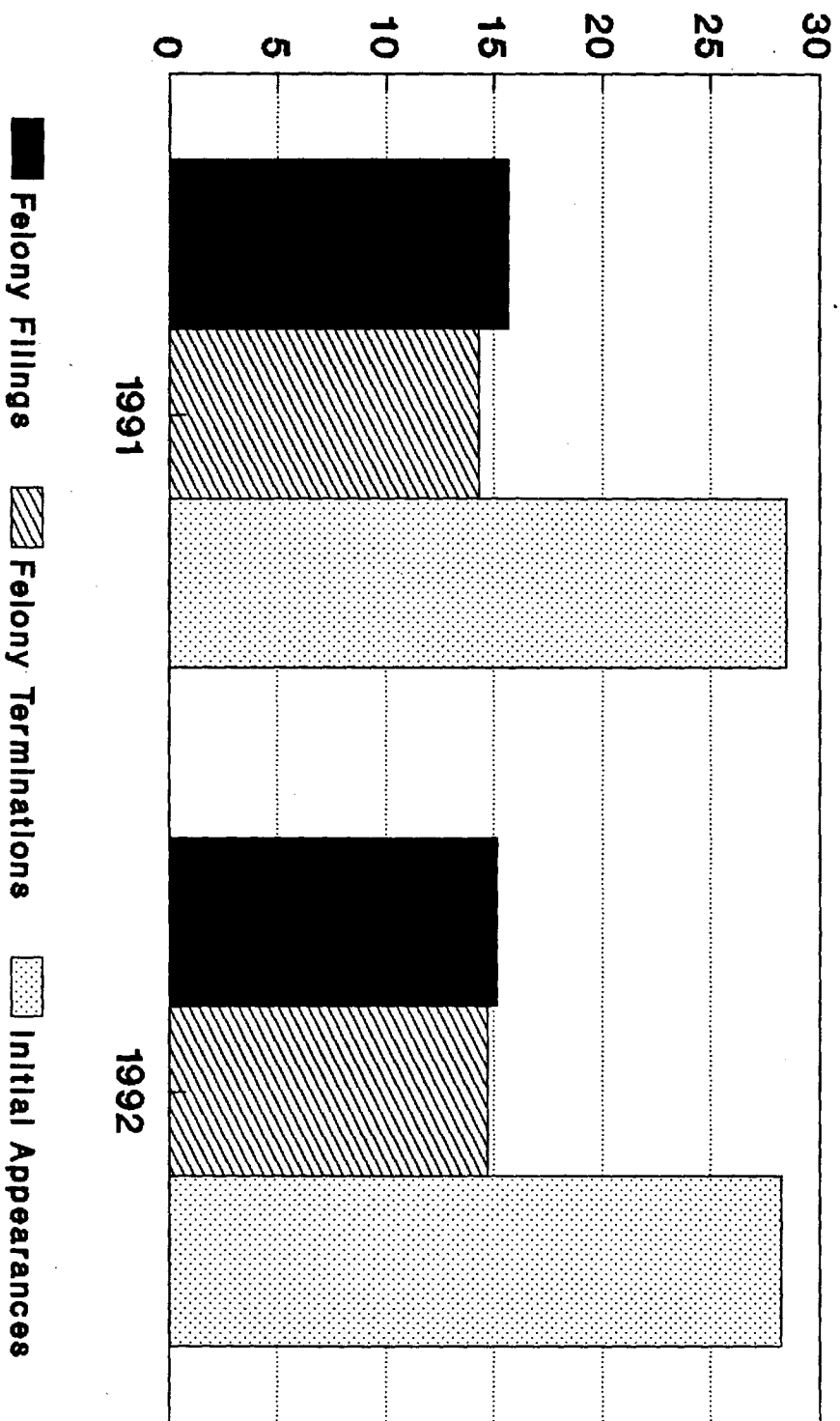


Figure 16

Approximately 3,000 felonies are pending in any given month. In 1991, 19% of all felonies were interpreter cases; in 1992, the percentage rose to 22%. See Figure 17.

Pending Felony Cases Maricopa County

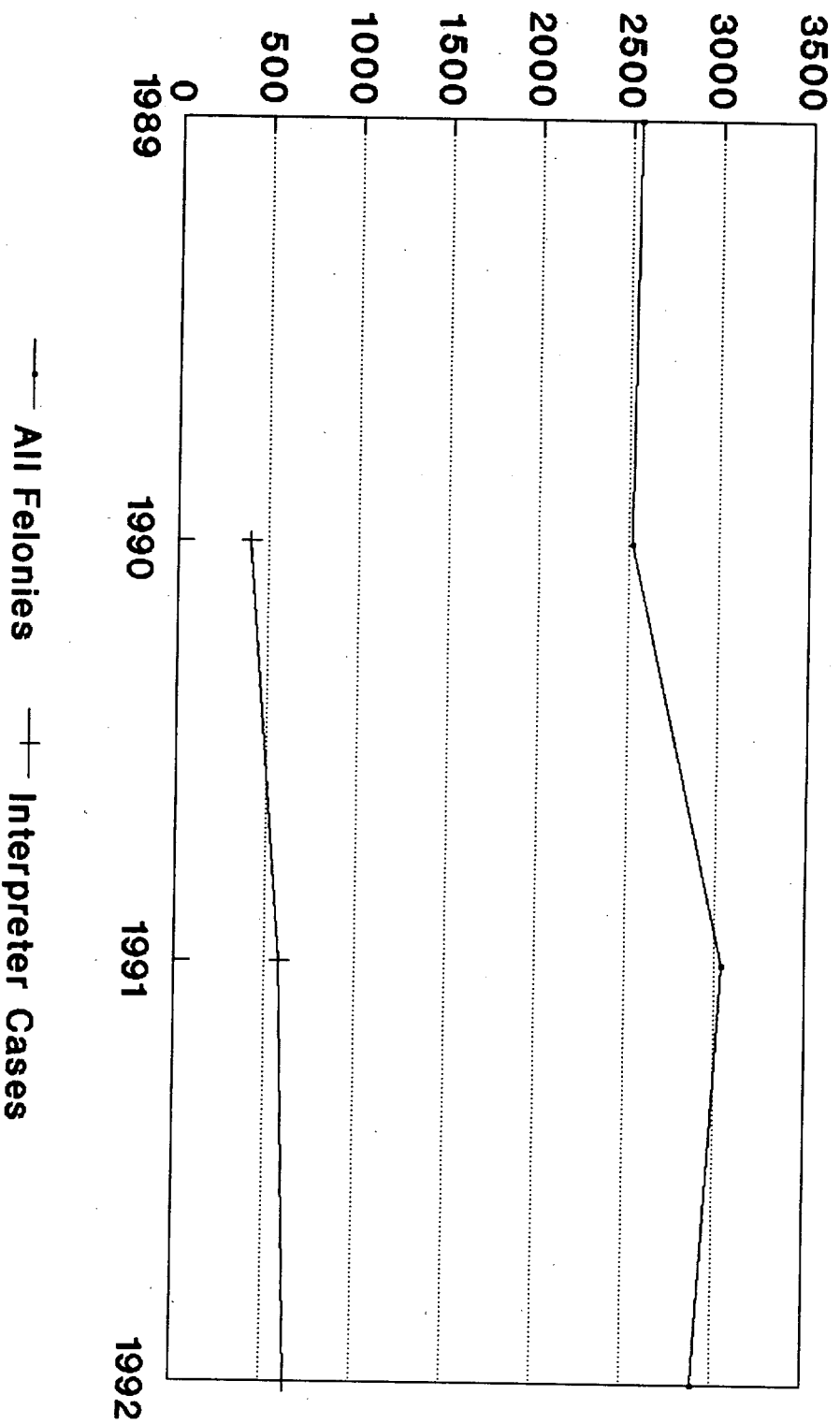
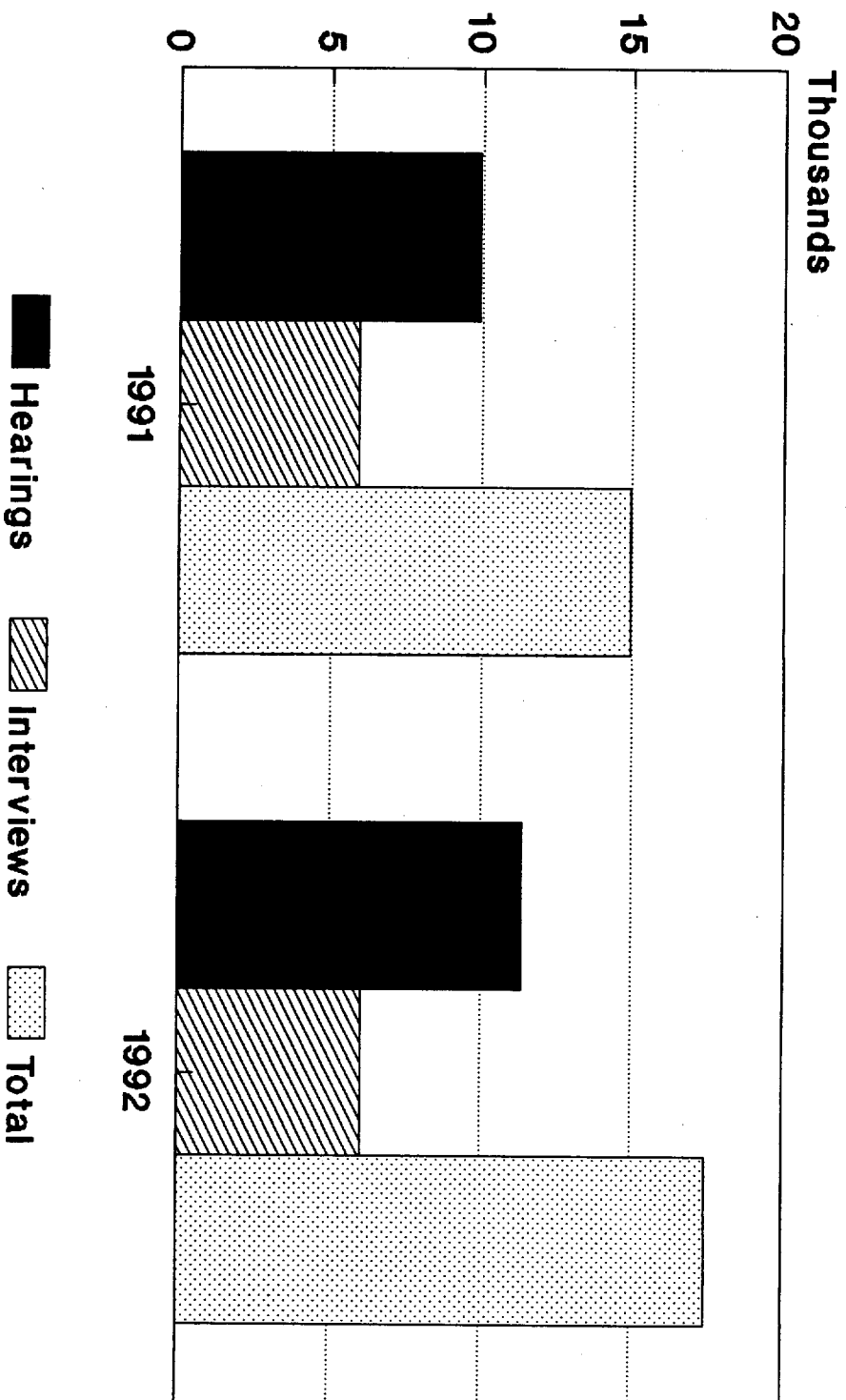


Fig 17, 1989 Interp cases unavailable

3. Spanish Appearances. The number of appearances⁵⁶ in Spanish criminal cases has risen over 16% between 1991 and 1992. In 1992, staff interpreted at 11,385 court proceedings and 6,053 interviews, for a total of 17,438 appearances. In 1991, Spanish staff interpreted 9,924 court proceedings and 5,021 interviews, a total of 14,945. The biggest increase (20.5%) is in the number of interviews. See Figure 18.

⁵⁶Appearances are events -- court proceedings or interviews -- in which court interpreters are required to interpret.

Annual Appearances Spanish Criminal Cases



Office of the Court Interpreter, Fig 18

See Table 19 for the change in number of Spanish appearances in both court proceedings and interviews between 1980 and 1993, including the impact of the addition of Juvenile Court in 1987. The same table compares the number of Spanish appearances in criminal with Spanish cases in non-criminal and juvenile over a 2.5 year period. Criminal and Juvenile are by far the largest users of court interpreters.

NUMBER OF MONTHLY APPEARANCES
1980-1993

Table 19

ALL SPANISH CASES				
Date	Superior Court Hrgs	Juvenile Hearings	Combined Interviews	Total
01/80	122		29	151
07/81	152		39	191
01/82	150		46	196
01/83	176		51	227
01/84	199		55	254
07/87	369	65	93	527
01/88	367	54	127	548
01/90	479	140	265	884
01/91	774	206	502	1,482
01/92	1,040	201	664	1,905
01/93	1,092	228	786	2,106

See also Figure 20.

Monthly Appearances All Spanish Cases

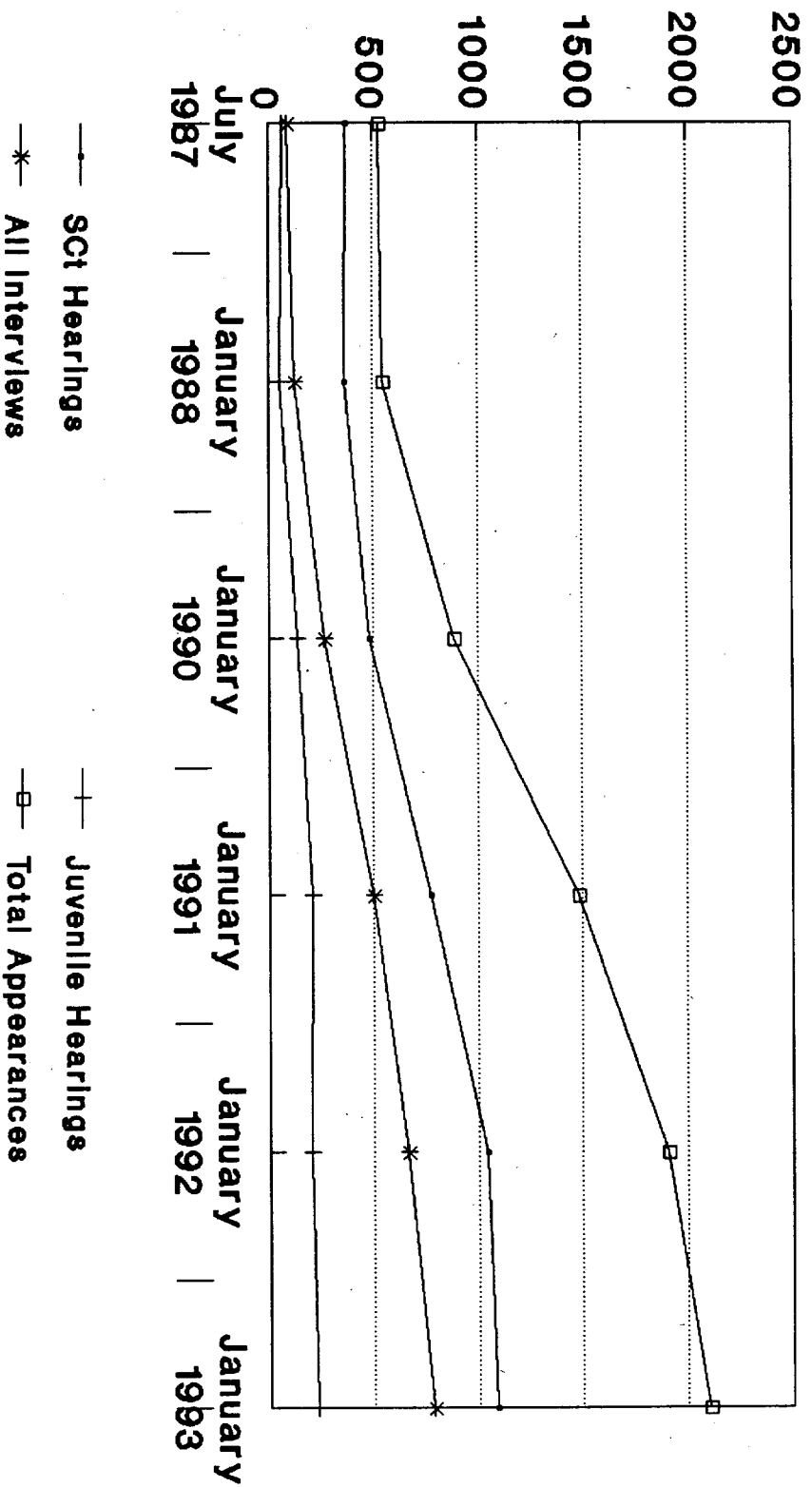


Figure 20

Figure 21 reflects the workload of staff interpreters in the last 30 months and the proportion of service provided to the criminal courts compared to that provided in juvenile and non-criminal cases. Note that two staff are assigned to juvenile, and eight to criminal and non-criminal.

Appearance Distribution

Total Staff Appearances

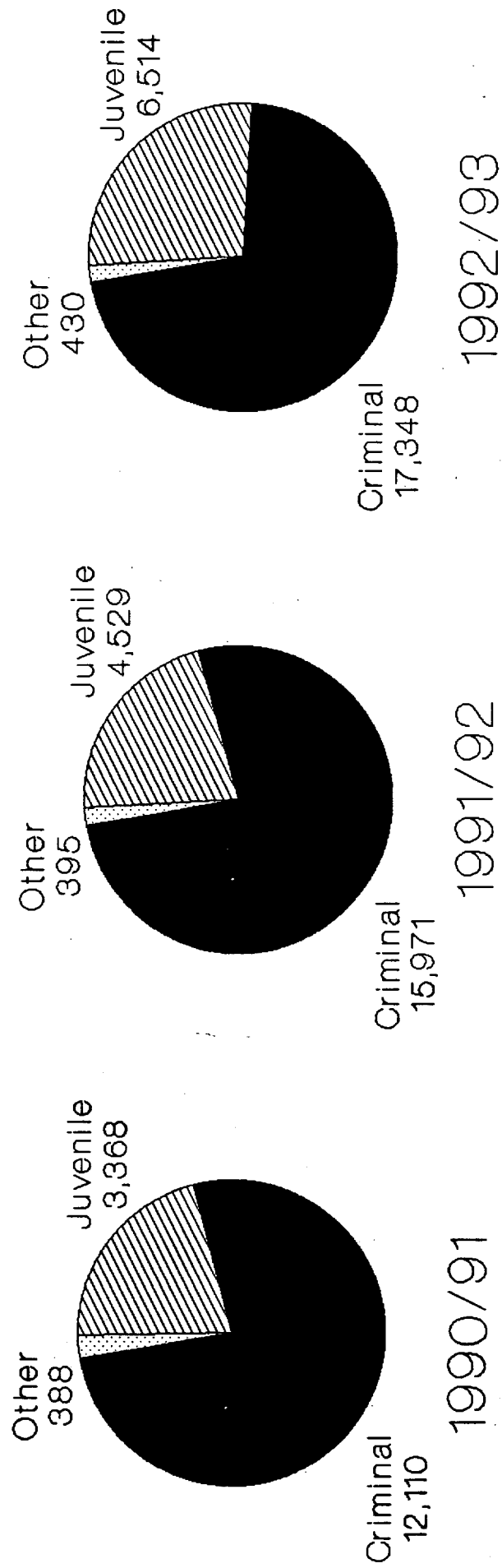


Figure 21

In fiscal year 1990/91, staff salaries totaled \$303,754, compared to \$367,808 in 1991/92 and \$177,110 for the first half of 1992/93. The cost per staff appearance in 1990/91 was \$19.14, decreasing in 1991/92 and to \$17.61 to \$14.58 for the first six months of fiscal year 1992/93. See Table 22.

STAFF COST PER APPEARANCE

Table 22

All Spanish Appearances		Staff Salaries Cost Per	
1990/91	15,866	\$303,754	\$19.14
1991/92	20,889	367,808	17.61
6 mos '92	12,146	177,110	14.58
Appearances include criminal, juvenile, domestic relations and all other non-criminal court procedures and interviews. Does not reflect written translations.			

4. Per diems. Until fiscal year 1990/91, OCI relied heavily upon Spanish per diems to fill in where staff could not. Believing qualified, trained staff would enable management to provide more dependable service to the courts at lower per-appearance cost, OCI increased staff size and eliminated use of Spanish per diems. This policy change is reflected in reduced per diem costs and increased staff costs. See Tables 22, 24, 27 and Figure 25.

Of all non-staff appearances, the most commonly used language is ASL followed closely by Vietnamese. See Table 23.

ALL LANGUAGE DISTRIBUTION

Table 23

Language	No.Apps	%Whole	No.Apps	%Whole	No.Apps	%Whole
	1990/91		1991/92		1/2 '92	
Spanish	15,866	95.1%	20,895	97.3%	12,146	97.5%
ASL	279	1.6%	227	1.1%	137	1.1%
Vietnamese	91	.5%	89	.4%	62	.5%
Korean	28		34		15	
Cantonese	24		38		2	
Rumanian	19		29		1	
Polish	15		9		0	
Serbocroatian	11		2		6	
Mandarin	10		3		4	
Hindi	10		3		0	
Amharic	0		0		0	
Apache	0		0		3	
Arabic	1		9		6	
ASL Relay	0		0		3	
Bulgarian	8		5		10	
Cambodian	7		1		4	
Farsi	6		0		2	
French	2		22		5	
German	8		1		0	
Greek	5		0		0	
Hebrew	0		3		12	
Hopi	0		0		1	
Ilocano	0		0		3	
Indonesian	7		8		0	
Italian	3		3		0	
Japanese	2		8		0	
K'Anjobal	8		37		2	
Laotian	9		0		7	
Mixteco	0		4		3	
Navajo	0		1		6	
Oral	0		2		13	
Pima	0		2		1	
Portuguese	0		1		0	
Punjabi	1		2		0	
Russian	0		5		1	
Tagalog	2		1		1	
Taiwanese	0		3		2	
Thai	2		22		4	
Tigrinya	0		4		0	
Tongan	4		0		1	
Turkish	1		0		0	
TOTAL	16,429		21,473		12,463	

While other languages are a tiny percentage of the whole, a knowledge of the operation indicates a need for individual interpreter education and evaluation of the interpreters of seldom used languages that is difficult and time-consuming. The more often the language is needed, the less time is required for interpreter orientation. There is continuing need for mentoring and evaluation.

ANNUAL PER DIEM APPEARANCES AND COSTS

Table 24

ALL SUPERIOR AND JUVENILE INTERPRETER CASES COMBINED Superior Court of Arizona, Maricopa County			
Fiscal Year	ASL ⁵⁷	LUL ⁵⁸	Per Diem Costs ⁵⁹
1985			\$52,500
1986			46,585
1987			51,940
1988			70,300
1989			89,600
1990	279	312	92,600
1991	227	341	51,331
Half 1992	137	197	23,065 ⁶⁰

The cost of per diem appearances has declined significantly over the past 2.5 years. In fiscal year 1990/91, the average cost of an interpreter appearance for a per diem interpreter was \$157, compared to \$90 in fiscal year 1991/92 and \$69 in the first half of 1992/93. The decrease in per diem cost is attributable to an increase in Spanish interpreter staff, enabling the OCI to rely almost totally on Spanish staff for matters requiring a Spanish interpreter. See Figure 25.

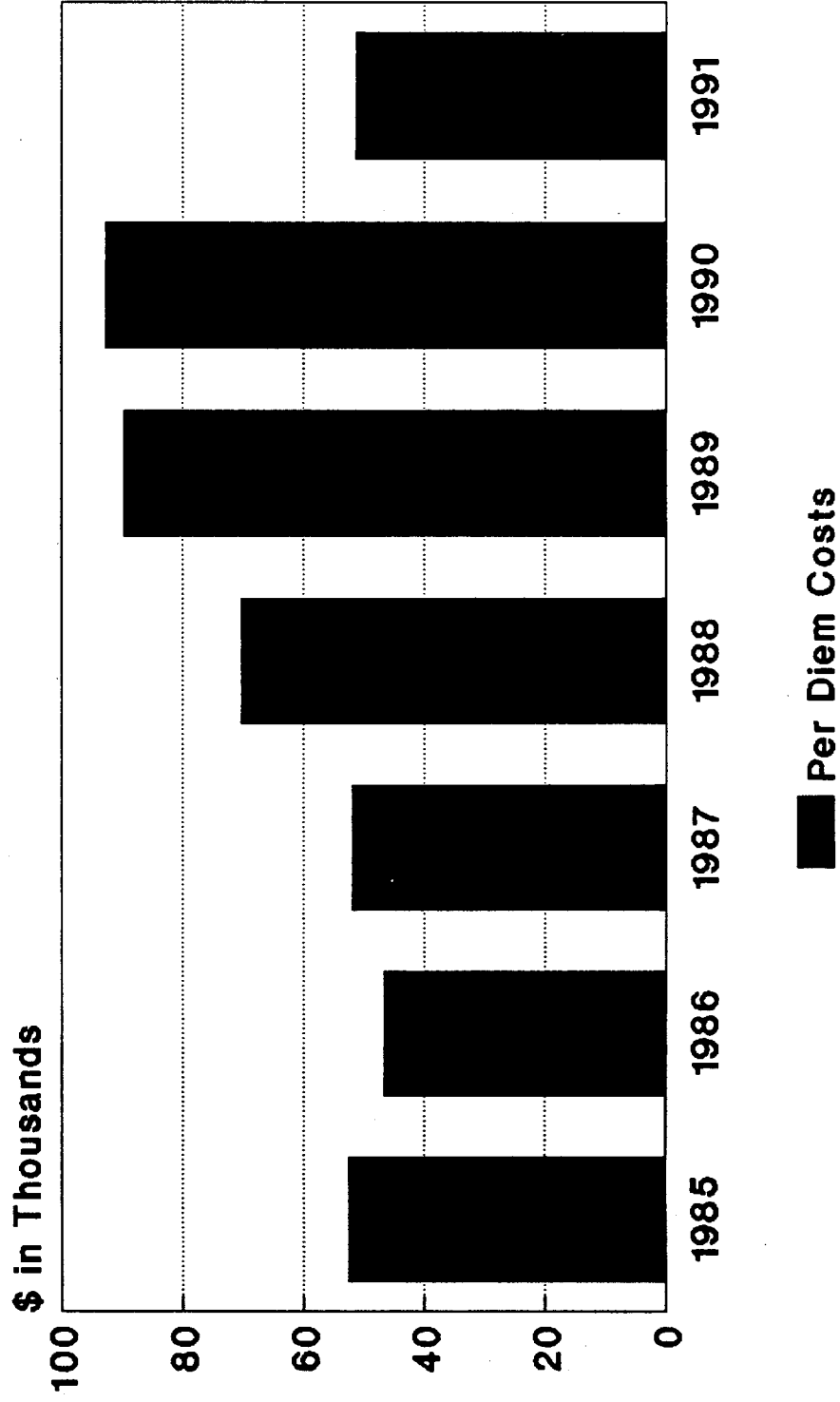
⁵⁷American Sign Language

⁵⁸Lesser Use Languages

⁵⁹Costs reflect Superior Court per diems only; Juvenile per diem costs are borne by Juvenile Court.

⁶⁰Juvenile per diem cost, which includes Spanish, is \$6,741 for the first half of the 1992 fiscal year.

Per Diem Costs Superior and Juvenile Combined



Interpreter Cases, Flg 26

Total interpreter appearances, whether Spanish staff or per diem ASL or LUL, continue to rise. Interpreter appearances in 1992 exceeded those in 1991 by over 30%. See Table 26.

DISTRIBUTION OF ALL INTERPRETER APPEARANCES

Table 26

F/Y	AllSpn Appns	Spn% Totl	LUL App	LUL% Totl	ASL App	ASL% Totl	Total
1990/91	15,866	96.4%	312	1.9%	279	1.7%	100%
1991/92	20,895	97.4%	341	1.6%	227	1.0%	100%
1/2 '92	12,146	97.3%	197	1.6%	137	1.1%	100%

Per appearance cost per group, i.e. staff and per diems, has decreased over the past 30 months. At present, per diem costs per appearance is at an all time low, roughly five times higher than that of staff cost per appearance. Staff cost in 1992 was 92% of the 1991 cost; per diem cost in 1992 was 57% of the 1991 cost. See Table 27.

COSTS PER APPEARANCE

Table 27

	Staff	Per Diem	Percentage Staff to PerDiem
1990/91	\$19.14	\$157	12.2%
1991/92	\$17.61	\$ 90	19.6%
1/2 1992	\$14.58	\$ 69	21.1%

VIII. CONCLUSIONS AND RECOMMENDATIONS.

The study set out to measure how effectively the OCI's court interpreter service eliminates the language barrier in criminal cases in the Maricopa County Superior Court, addressing the following points:

1. Is the court interpreter service perceived by the users as accurate?

The study concludes that those using court interpreters perceive them to provide accurate interpretations. Findings relating to accuracy and overall effectiveness indicate a high

level of satisfaction. Most respondents indicated no improvement was necessary in this area, while a number suggested improvement would follow either through training or adding more interpreters, providing information on court access concerns of the culturally diverse, and/or state certification of court interpreters.

The suggestion of unprofessional behavior, which is a negative reflection upon OCI interpreter credibility, merits follow-up. This area will be addressed at a later date.

Recommendations:

1. The OCI should undertake to educate the bench and bar with regard to existing standards of accuracy in court interpreting as developed by professional practitioners in the field of court interpreting.

2. The OCI should step up its efforts to ensure seldom-used interpreters of lesser use languages are thoroughly oriented prior to interpreting in court proceedings.

2. Does the service meet the independent accuracy and timeliness criteria of judges, counsel and staff?

The study concludes that there is a problem with determining how effectively the language barrier is removed based upon the independent accuracy and timeliness criteria of 103 people: if there are standards, there may be 103 of them and no one really knows what they are. Taken together, however, questions addressing accuracy of service and timeliness standards met with positive responses.

Most respondents appear to be satisfied that the interpretation is accurate when the defendant's response is consistent with the question asked. A challenge to an interpreted rendition may or may not be a reflection upon the accuracy of the interpretation, depending upon a variety of factors. Users appear to recognize the accuracy of court interpreters and usually appear to be willing to wait for them. This is reflected by the infrequency with which the respondent will turn to bilinguals to interpret in the place of court interpreters.

The delivery of interpreter service by both the OCI secretary and OCI administration are regarded as less satisfactory than that delivered by the interpreters themselves. Further study is required to determine the levels of satisfaction and in what areas. OCI receives a high volume of telephone calls requesting interpreter service or information which are fielded by both the secretary and administrator as received. Several possible

explanations for dissatisfaction exist, including the voice mail system which has only recently been replaced.

Responses selected with regard to how interpreter services are scheduled for court purposes indicate that a number of users assume interpreters are available for dispatch based upon a page or telephone call.

Findings reveal a higher level of satisfaction with accuracy than with timeliness. Even so, for timeliness the "unsatisfactory" or "very unsatisfactory" choices total only 9.1% of the total responses.

The suggestions to improve timeliness, in order of frequency, include the following:

- hire more interpreters;
- designate select time periods for matters requiring an interpreter;
- limit interpreter matters to specific days;
- tighten up on determination of need for interpreter; and
- limit the number of courtrooms where interpreter cases are heard.

Recommendations:

3. OCI should institute procedures among its staff to report the circumstances of challenges to an interpreted rendition to OCI management;

4. OCI should periodically distribute materials to bench, staff and bar with regard to procedures for scheduling court interpreters; and

5. OCI should research the feasibility of suggestions offered with regard to improving the timely provision of court interpreters.

3. How well-considered is the appointment of the OCI?

The study concludes that how and how often interpreters are appointed by the court impacts the ability of the OCI to respond to the court's demands. Findings indicate that over 40% of the time the respondents base their belief that an interpreter is needed upon the presence of the interpreter in the act of interpreting. This implies an assumption that a judicial hearing officer has assessed the need for an interpreter at some point earlier in the proceeding.

Recommendations:

6. OCI should prepare and distribute information for bench, court staff and bar with regard to how to make a language need assessment, both for hearing impaired and for non-English speakers.

7. OCI should explore the possibility of instituting a procedure at the pretrial or status conference stage in which a language needs assessment would be made by the judicial hearing officer. The procedure would require an interview by the hearing officer of the defendant in which a series of questions were posed in English:

Where did you go to school?
How far did you go in school?
How long have you lived in this country?
What language do you speak at your job?
Have you understood what has been said to you in court so far?

If determining there to be a language barrier, the court would confirm its order of appointment of the OCI. If determining that both the court and the defendant communicate effectively in English, the court would dismiss the OCI from further participation in the cause.

4. How do other courts ensure their interpreters are qualified, trained and evaluated? What programs exist to educate the bench and bar with regard to assessing the needs of the linguistic and hearing impaired and effective use of court interpreters?

The study concludes that the telephone survey was useful if for no other reason than because it began a dialogue with other court interpreter service providers. It further proved useful in that findings from the telephone survey suggest a few of the 15 courts surveyed have addressed one or more of the following areas with some degree of success: interpreter qualification, interpreter training, interpreter evaluation, and user education.

While continuing to improve in these areas, OCI has achieved significant success in the areas of qualification and training, with a more modest level of success in interpreter evaluation and user education. Interpreter qualification is addressed through rigorous pre-employment examinations. Training materials are provided by the senior court interpreter, as is the design of the formal training program and its implementation.

What other court interpreter services are doing with regard to needs determination; court rules regarding the appointment of court

interpreters; recognition of interpreter codes of ethics; and making wise use of scarce interpreter resources are reserved for further study.

(1) Qualification. Four of the 15 surveyed who have state certification rely at least partially upon certification lists in obtaining qualified interpreters. Five of the remaining nine -- Fort Lauderdale's Circuit Court, Cook County Circuit Court, District of Columbia Superior Court, Dade County Circuit Court and the Philadelphia Court of Common Pleas -- have developed other methods to determine interpreter qualifications.

OCI is in favor of a national court interpreter certification standard to be administered at the state level and is working with the National Center for State Courts to that end.

The telephone survey indicates that the existence of an OCI pre-employment qualifying program either meets or exceeds the standards of other court interpreter services polled -- as the program relates to Spanish interpreters. It further finds OCI's current qualifying methods for per diem interpreters of lesser use languages to meet or exceed those of others in the telephone survey. However, evaluating OCI's qualifying methods for either Spanish or other court interpreters is outside the scope of this project and is reserved for future study.

Recommendation:

8. The Superior Court of Arizona in Maricopa County should present a position paper to the Arizona Supreme Court's Administrative Office of the Courts in support of the need for court interpreter certification on the state level.

(2) Training/Evaluation. Cook County Circuit Court, Dade County Circuit Court and King County Superior Court interpreter programs include staff and/or per diem training.

The fact that an OCI training program and evaluation efforts exist either for staff or per diems compares favorably with two-thirds of the courts polled. As above, evaluation of both the OCI training program and its staff interpreter and per diem evaluation methods are reserved for future study.

(3) Education for bench and bar. Two of 15 court interpreter programs include education for bench and bar -- King County Superior Court and District of Columbia Superior Court.

Again, an examination of OCI's educational efforts is outside the scope of this study. However, based upon the number and types of presentations it has made over the past two years to public defenders, county attorneys, adult probation officers and court

staff, there is a belief that OCI's efforts to reach the bar and court staff are successful and compare favorably with education undertaken by other courts.

The study suggests both OCI and the bench would benefit from making the bench aware of language issues and interpreter scheduling procedures.

Recommendations:

9. OCI should approach the judge responsible for the Judicial Education Day program development about the possibility of a short presentation on issues of concern to the bench that relate to court interpreters;

10. OCI should obtain from the National Center for State Courts all suitable video training material on the subject of court interpreting, for judicial hearing officer education;

11. OCI should develop a series of short articles for publication on language and interpreter issues for publication in local bar newsletters.

5. What is the cost of eliminating the language barrier in the Maricopa County Superior Court?

The study has examined recent OCI records relating to volume of appearances and cost of both staff and per diems. The current cost-per-appearance in Spanish interpreter cases is \$14. The per diem per-appearance costs are \$69.

IX. SUMMARY.

The goal of this study was to measure how effectively the Office of the Court Interpreter eliminates the language barrier in criminal cases. Four objectives were named, of which the first three have been met; this report will serve as the foundation for further research addressing the fourth objective.

Key findings indicate:

- a high level of satisfaction among users relating to accuracy and overall effectiveness, meeting independent accuracy and timeliness criteria;

- OCI has achieved significant success with the issues of interpreter qualification and training, with more modest success in interpreter evaluation and user education;

- it is unclear whether appointment of the OCI is handled uniformly in all divisions;

• current average per appearance cost for staff is \$14 compared to \$69 for per diem.

Overall findings suggest that the Office of the Court Interpreter is largely successful in reducing the language barrier in the criminal courts. The 11 recommendations offered to improve overall effectiveness fall into four general categories:

1. Education of bench and bar on interpreter-related issues;
2. Expanded orientation and training of interpreters of lesser use languages;
3. Experimentation with court schedules to improve the timely arrival of court interpreters;
4. Reduction of wasted interpreter resources.

Given the continued cooperation of the bench, the willingness and talent of the court interpreters, and the flexibility of those who make management decisions about interpreter issues, improvement of the overall effectiveness of the Office of the Court Interpreter is fully within grasp.

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Universal Declaration of Human Rights, Article 2, United Nations Charter, 1948.

A

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA
IN AND FOR THE COUNTY OF MARICOPA
STATE OF ARIZONA

vs.

Superior Court No. _____

)
)
)

ORDER REGARDING APPOINTMENT OF
COURT INTERPRETER

Based upon information presented to the Court, the Court finds that the subject noted below requires the services of a properly qualified interpreter in proceedings or contacts arising out of an action brought before this court.

Therefore, IT IS ORDERED appointing the Office of the Court Interpreter to provide the following language services:

- ☐ (for the defendant in a criminal action) the interpretation of proceedings, testimony and contacts with counsel
- ☐ (for witness(es) in a criminal action) the interpretation of testimony and in out-of-court contacts with counsel to be called by ☐ the State; to be called by ☐ the defense
- ☐ (for the parties appearing *in propria persona* in a domestic relations action) the interpretation of testimony and proceedings
- ☐ (for witness(es) or represented parties in a domestic relations or civil action) the interpretation of testimony
- ☐ for translation of documents

from English to

☐ Spanish and/or vice versa (Maricopa OCI Exam Qualified) pursuant to the Policies, Procedures and Practices of the Office of the Court Interpreter

☐ American Sign Language (Certified by the Registry of Interpreters for the Deaf [CSC or CI and CT] pursuant to A.R.S. 12-242 and/or the Policies, Procedures and Practices of the Office of the Court Interpreter

☐ Other Language (specify language and credential) _____

The next appearance in this action is for:

[type of hearing] _____

[out-of-court contact] _____

on: [date and time] _____

at: [division] _____

[other site] _____

JUDGE/COMMISSIONER

DATE

WHITE: Court's file

CANARY: OCI

PINK: Defense counsel

GOLD: Plaintiff's counsel

B

Sample

Office of the Court Interpreter

March 15, 1993

OCI was appointed to

CR 93-01389C, State v. CARLOS AGUILAR PERALTA

on MARCH 2, 1993 in Arraignment Court.

A Spanish interpreter has been assigned to

this case, is KATHLEEN PENNEY, who can be reached at 506-

7876.

PD

KP

C

PER DIEM ORIENTATION MATERIALS

OFFICE OF THE COURT INTERPRETER
Superior Court of Arizona in and for Maricopa County
201 W. Jefferson
Phoenix, Arizona 85003
(602) 506-3494

**Per Diem Interpreter Guidelines in Court-Appointed Matters
before the Superior Court of Arizona, Maricopa County**

**Orientation to Superior Court Criminal Proceedings for
New Per Diem Interpreters**

Ethics of the Court Interpreter

Superior Court Organization Chart

Standards of Conduct

Code of Ethics

"A Guide to Court Interpreters"

Jurisdiction of Arizona's courts

Departments within Superior Court

Participants in a criminal cause

Glossary of Legal and Courtroom Terms

Bibliography of Reference Materials for Judiciary Interpreters

Diagram of Courtroom

Case Record

Maps

**"Understanding the Differences or Preparing to Communicate
Effectively with a Spanish-Speaker"**

Sample Invoice in Support of Request for Warrant (pay voucher)

Position Description, Court Interpreter

**Outline of Proceedings in Criminal, Juvenile Delinquency and
Default Dissolution Matters**

PER DIEM ORIENTATION MATERIALS

OFFICE OF THE COURT INTERPRETER
Superior Court of Arizona in and for Maricopa County
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D

**PER DIEM INTERPRETER GUIDELINES
IN COURT-APPOINTED MATTERS
BEFORE THE SUPERIOR COURT OF ARIZONA, MARICOPA COUNTY**

1. QUALIFICATIONS.

All court interpreters must abide by the provisions of Administrative Order 85-002 and its accompanying regulations which in part require that before interpreting on matters of the Superior Court of Arizona, Maricopa County,

a) Interpreters of the Spanish and English languages must have passed the examination which is administered by the Office of the Court Interpreter (OCI).

b) American Sign Language (ASL) interpreters must be certified according to A.R.S. Sec. 12-242.

c) No state certification requirement exists for interpreters of Lesser Use Languages (LUL). LUL interpreter candidates are initially interviewed by an interpreter of the OCI. On the basis of its interview, the OCI will contract with bilinguals determined by it to possess the requisite interpreter skills whose names are kept on file with the OCI.

2. RELATIONSHIP BETWEEN OCI AND PER DIEM INTERPRETERS.

Per diem interpreters are contracted by the OCI as needed. OCI contracts for per diem services on a day-to-day basis. The OCI has no obligation to contract with a per diem interpreter, and the OCI may cancel a scheduled appearance with 24 hours notice. A per diem may decline accepting an engagement at any time and cancel a scheduled commitment with 24 hours notice to the OCI.

3. REQUIREMENTS.

Per diem interpreters are expected to adhere to the standards of professional ethics (see Administrative Order 85-002) and comply with the same standards of conduct as other representatives of the Court.

Interpreters are expected to fulfill their commitments to the OCI, arriving on time for each assignment. The engagement of a per diem interpreter by the OCI is not transferrable by one per diem interpreter to another. Cancellations by per diem interpreters are to be made by notifying the OCI with no less than 24 hours notice. Canceling a commitment made to the OCI with less than 24 hours notice for any reason other than a genuine emergency is not acceptable.

Failure to comply with any of these requirements, the other provisions contained in these guidelines, or Administrative Order 85-002 is sufficient reason for the OCI to discontinue contracting for the per diem interpreter's services.

4. SCHEDULING PER DIEM INTERPRETERS.

The OCI will schedule matters with per diem interpreters as soon as it becomes aware of the need for their services. It is the responsibility of the OCI to advise the interpreter of the anticipated length of time the per diem is needed. It is the responsibility of the per diem to remain engaged in the matter until the need for the interpreter has concluded.

In the event the OCI must cancel a per diem engagement with less than 24 hours notice and is unable to schedule another appearance in its place, the per diem interpreter is entitled to payment of an appearance fee of \$40.

Because the OCI can authorize payment only for matters scheduled through the OCI, per diem interpreters will schedule no court-appointed cases except through the OCI.

5. APPEARANCE AND POST-APPEARANCE RESPONSIBILITIES.

Per diem interpreters are engaged to interpret in all types of matters which staff court interpreters are unavailable to cover, as set out more fully in the OCI Regulations referred to above.

All per diem interpreters are expected to pick up files or other case information from the OCI 15 minutes prior to the scheduled appearance and update the file after the appearance including the disposition of the matter, the name or initials of the interpreter and any new dates for future activities, returning the case file upon completion of the assignment. The interpreter will also inform OCI of any future action requiring the

interpreter's services in order to schedule appearance at the new date.

Infrequently used LUL interpreters will be accompanied to the appearance by the interpreter assigned to the court in question and introduced to the interested parties. When appropriate, the staff interpreter will remain with the LUL until the matter is concluded.

6. PAYMENT RATES.

A court order of January 6, 1988 established the following standard payment rates for Spanish per diem interpreters:

For appearances lasting one hour or less,	\$40;
more than one but less than four hours,	80;
more than four hours,	160.

Standard rates apply for ASL interpreters except during off hours when their rates are the same as LUL rates.

LUL rates are \$80 for four hours or less and \$160 for over four hours. The administrative order previously mentioned provides for a deviation from these rates.

All rates provide for payment based on the number of hours worked, not the number of appearances within a particular time period. Per diem interpreters will be paid the flat fee regardless of the number of appearances made within the one, four or eight hour time periods.

7. TRAVEL EXPENSES.

Court-appointed per diem interpreters who reside outside Maricopa County are entitled to travel expenses in addition to the agreed-upon per diem rate. The Court Administrator's office will provide airline tickets; airline tickets purchased directly will not be reimbursed.

Receipts for all travel-related expenses (such as parking, ground transportation, food and lodging) must accompany requests for travel reimbursement submitted with voucher requesting payment for interpreting service.

8. INVOICING.

The per diem interpreter is to submit vouchers to the OCI for service performed the previous week before Monday at 5:00 p.m. Upon verification and approval, the OCI will promptly submit the voucher to Accounting to insure processing by the following Friday.

These guidelines prepared by the Office of the Court Interpreter January 23, 1991, are subject to addition or change at the discretion of the OCI.

OFFICE OF THE COURT INTERPRETER

By 
Sarah Shew
Judicial Services Administrator

I understand and agree to the above guidelines.

By _____

Dated this _____ day of _____, 199__.

E

**OFFICE OF THE COURT INTERPRETER
WEDNESDAY, MARCH 3, 1993**

<u>JUDGE/COMM.</u>	<u>TYPE</u>	<u>TIME</u>	<u>DEFENDANT</u>	<u>CASE NUMBER</u>	<u>INTERP</u>
GUILTY/NOT-GUILTY PLEAS:					
501	NGARR	8:30	NONE CALENDARED		SRL
504	GPLEA ARR	8:30	NONE CALENDARED		SRL
713-ECB	Q-A VOP	8:30	NONE		JHF
1203-CCB	Q-B VOP	8:30	RODRIGUEZ	92-02269	POC
1203-CCB	Q-D VOP	1:30	NONE CALENDARED		IAF
JUDGES/COMMISSIONERS:					
ANDERSON (A)		8:30	NONE CALENDARED		
BOLTON (D)	BW	9:00	MAGALLANES	92-07138	
COLE (B)	PTC	8:30	CASTRO	92-03714B	POC
	SNT		RAMIREZ	92-09766B	POC
DANN (D)	BW	9:00	LIZARRIAGA	92-09074	
	BOND		ESPINOZA	90-09545	
D'ANGELO (D)	PTC/TD	8:45	ESTRADA	92-10531 92-09202A	IAF

DOUGHERTY (A)	PTC	9:00	HEINMAN ASL	92-08854 92-09512	HY
ELLIS	FOJ	1:30	RAMOS	481098/WA	
GALATI (B)		8:45	NONE CALENDARED		
HERTZBERG (A)		9:00	NONE CALENDARED		
HILLIARD (A)	SNT	8:45	LOPEZ w/FARNEY	92-08215	JHF
	TD		HERNANDEZ w/VARBEL	92-09941	JHF
HOTHAM	STC	8:45	MESQUITA	92-10364	
	STC		ROBLES	92-10378	
JOSEPH	DD	9:00	OTERO v. RODRIGUEZ	DR92-11214	SRL
MARTIN (B)	MOT	8:30	OCHOA	93-00257	
	TD/MTC		CAÑEZ	92-08208	
	TD/MTC		MENDOZA	92-06252A	
OMELIA (D)	MOD	9:00	RAMIREZ	92-06821	
	NFTD		GAYTAN	92-04605	KP

RYAN (B)	STC	8:30	DELAROCHA	92-10406	POC
-------------	-----	------	-----------	----------	-----

SCHNEIDER (D)	COP	8:45	BOBADILLA	91-07966	KP
------------------	-----	------	-----------	----------	----

INITIAL APPEARANCE COURT:

10:00

KP

3:00

MCC

APO INTIALS AND INTAKES:

EACH INTERPRETER TO DO OWN INTAKES

JUSTICE COURT FELONY CENTER:

PH	8:30	JOSE VELASQUES	93-00718FE	MCC
		CARLOS ALVAREZ	93-00762FE	IAF
		EDUARDO HERNANDEZ	93-00625FE	
		MARTIN NOLACEA	93-00830FE	
		JAIME MADRID	93-00632FE	
		NELSON HERNANDEZ	93-00293FE	
		ELEAZAR SOTO SR.	93-00292FE	

PH	1:15	NONE		
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PM APPEARANCES/INTERVIEWS:

MADISON	INT	11:00	ALVAREZ		AT
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DURANGO	PSI	1:30	RAMOS w/MILLER	92-0798A	POC
---------	-----	------	----------------	----------	-----

APO	PSI	1:30	GARCIA	93-01410	AT
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MAIN	PSI	1:30	AVENDANO w/ROGERS	92-08615A	KP FOR AT
------	-----	------	-------------------	-----------	--------------

APO	PSI	2:15	ERIVES w/MAURIZI		IAF
APO	PSI	2:30	ARIZPE	93-01238	AT
OPD	INT	3:00	RAMIREZ w/BUDGE	92-07161	POC
OPD	INT	3:00	SANTILLANO w/CARRION	92-09856	IAF
APO	PSI	3:30	CABREROS	93-01129	AT
MADISON	INT	4:00	MUÑOZ w/WISDOM	PCR	IAF
MADISON	INT	4:00	PONCE w/GLISTOS		KP
D	INT	4:30	TAPIA w/TARADASH		AT

F

OFFICE OF THE
COURT ADMINISTRATOR

SUPERIOR COURT OF ARIZONA

COUNTY OF MARICOPA
CENTRAL COURT BUILDING

201 W. JEFFERSON
PHOENIX, ARIZONA 85003-2205

602/262-3204 (TEL)

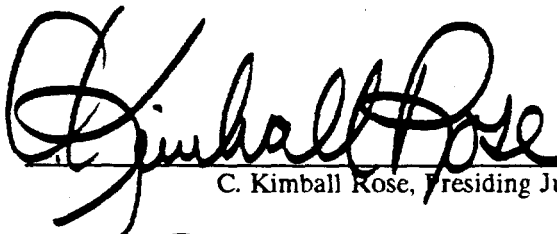
602/261-7867 (FAX)

GORDON M. GRILLER
ADMINISTRATOR

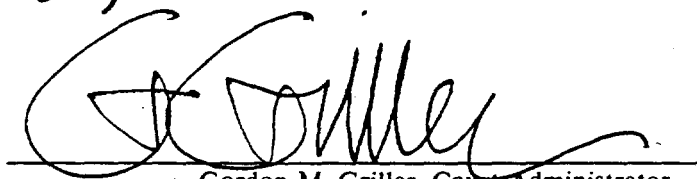
RE: OFFICE OF THE COURT INTERPRETER
POLICIES, PROCEDURES AND PRACTICES

The attached represents an operations plan for the Office of the Court Interpreter, Superior Court of Arizona in Maricopa County. It has been reviewed by judges and staff and represents the best match between the resources of the office and the demands and services OCI is required to perform at this time.

As an operations plan, it may from time to time require modification. Its intended purpose is to reduce confusion, outline responsibilities, and convey expectations. To that end, it is established administrative policy of the Court.



C. Kimball Rose, Presiding Judge



Gordon M. Griller, Court Administrator

Dated: FEBRUARY 11, 1992

POLICIES, PROCEDURES AND PRACTICES
GOVERNING THE OPERATION OF
THE OFFICE OF THE COURT INTERPRETER
IN THE SUPERIOR COURT OF ARIZONA
FOR MARICOPA COUNTY

JANUARY 1992

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POLICIES, PROCEDURES AND PRACTICES
GOVERNING THE OPERATION OF
THE OFFICE OF THE COURT INTERPRETER

I. OCI SERVICE.

The Office of the Court Interpreter's objective is to provide the Court with unbiased interpreter¹ service of the highest quality in the most efficient and economical manner practical² in juvenile, criminal and noncriminal matters, in that order.

OCI staff interpreters are professionals trained in court interpreting and court procedures with extensive, graduate-level vocabularies in both English and Spanish.

OCI contracts for the court with interpreters for the hearing impaired: American Sign Language interpreters for those who communicate in sign language; oral interpreters for those who read lips; and, for those who neither read signs nor lips, interpreters with technical skills and equipment similar to closed captioning referred to as real time reporters.

OCI also contracts for the Court with interpreters of European, Asian, Middle Eastern, African and American Indian languages, locally where possible and from outside the state when necessary.

In addition, OCI provides the Court written translation service, from audio tape or hard copy, and sight translations.

II. AUTHORITY.

Establishment of the Office of the Court Interpreter is authorized in the Court's Policy for the Interpreting of Non-English Languages in the Superior Court in Maricopa County dated June 5, 1985, approved by the judges of the Superior Court in Maricopa County. It is organized as part of the Superior Court Administrator's Office. Its regulations were initially made part of Administrative Order 85-002 signed by The Hon. B. Michael Dann, Presiding Judge, dated September 5, 1985. Due to the changing needs and resources affecting the Office, the Operations Plan, governing policies, procedures and practices requires flexibility and timely modification. To that end, the Hon. C. Kimball Rose, Presiding Judge, vacated Administrative Order 85-002 and established the procedure that staff and judges, from time to time, will review needed modifications to the plan, with any subsequent changes established for the Office as administrative policy authorized by the Presiding Judge and Court Administrator.

See also A.R.S. §§ 12-241 and 242; Rule 43(c) of the Rules of Civil Procedure; and Rules 604 and 702-706 of the Arizona Rules of Evidence.

III. COURT POLICY ON INTERPRETERS.

A. Interpreter Role.

Interpreters provide official communication between interpreted subjects and officers of the Court, including hearing officers, lawyers, juvenile and adult probation officers, juveniles and relatives of juveniles, defendants, witnesses and investigators, whether in the courtroom or out.

¹A court interpreter is an officer of the court trained to listen in one language and interpret into another during courtroom and related judicial proceedings. The interpreter's job is to minimize language obstacles between the court and all parties to a legal proceeding.

²This is in keeping with the Arizona Chief Justice's goal on court reform as quoted in his State of the Judiciary message delivered to the Arizona State Legislature February 5, 1990: "Our goal is to manage the system to promote the administration of justice with the least possible cost and delay while providing fair and equal treatment."

Interpreter is assigned as a linguistic aid only. He does not serve in an advocacy or clerical function for subject, and ethical rules prohibit his having direct conversation with subject regarding the facts of his case. Attorney-client privileged communications extend to court interpreters; interpreter may not reveal subject's communications to any person other than subject's attorney unless subject consents or Court determines the privilege is waived or does not apply.

Staff interpreters and all other interpreters with whom OCI contracts are held to a professional standard of conduct³ and code of ethics⁴.

³STANDARDS OF CONDUCT.

1. All reasonable efforts shall be made to ensure that interpreter is able to hear adequately the voices he is interpreting.
2. Interpreter shall not omit or add to the versions he interprets, nor shall the interpreter change the language level, tone or intent of these versions.
3. All discourse carried on through interpreter shall be direct, without resorting to the third person.
4. Interpreter shall refer to himself as "the interpreter" when speaking on the record to avoid confusion with the pronoun "I," which shall refer to interpreter's subject.
5. Interpreter shall not repeat gestures made by subject, nor shall interpreter extrapolate meaning from such gestures. Court or counsel will state for the record the nature and intent of subject's gesture.
6. The Court shall advise subject with minimal knowledge of English to refrain from answering the question put to him in English until after interpreter has interpreted it, and to make his answer in the interpreted language.
7. When interpreting in the consecutive mode, interpreter may need to interrupt the discourse of witness periodically to review his notes. These interruptions should only create a pause during the witness's testimony and will not delete or stop parts of that testimony. Interpreter may arrange a system of signals with witness before taking the stand to facilitate this process.

⁴CODE OF ETHICS.

1. Interpreter shall never give legal advice.
2. Interpreter shall never refer subject to a specific attorney or law firm.
3. Interpreter's relationship with the subject is professional, never sympathetic or personal.
4. When interpreter is required to interpret unique or technical vocabulary, interpreter shall realistically evaluate his ability to perform and disqualify if not fully capable of giving a professionally interpreted rendition.
5. Interpreter shall disclose to the Court and all parties any actual or apparent conflict of interest. Any condition which impinges on the objectivity or impartiality of the interpreter or affects his professional integrity constitutes a conflict of interest. A conflict may exist if the interpreter is acquainted with a party to the action; the interpreter has an interest in the outcome of the case; or the interpreter may be perceived as not being independent of the adversary parties or agencies.
6. Interpreter shall keep confidential all matters interpreted in communications between counsel and client. Interpreter shall not discuss the facts of a case pending before the Court except as regards matters of professional nature within the OCI.
7. Interpreters employed by the OCI shall not accept payment or gratuity of any kind additional to his salary or wage.
8. Through continuing education, interpreter shall maintain and improve his interpreting skills and knowledge of procedures. Interpreter shall seek to elevate the standards of the interpreting profession.

B. Cost.

No cost is assessed for interpreter service in a criminal proceeding; however, it is within the Court's discretion to impose the cost of interpreter service on non-indigent parties in a noncriminal matter. See Rule 43(c) of the Rules of Civil Procedure. Cost, including travel expenses where appropriate, of interpreters with whom OCI contracts are debited to OCI's operations budget.

C. Oath.

All court interpreters are to be sworn in by the Clerk of the Court prior to interpreting in any matters before the Court; see Rule 604 of the Rules of Evidence. The Court's current practice is to administer the oath once for the duration of each staff interpreter's employment with the Court; for interpreters not on OCI staff, the oath is administered at the outset of each matter on which the interpreter appears before the Court.

D. Qualifications.

OCI is responsible for providing the Court with trained, unbiased and otherwise qualified interpreters and to take all necessary steps to do so.

1. **Spanish Interpreters.** The OCI determination of acceptable language and interpreter skills of Spanish language is based upon the candidate's score on the Spanish-English Interpreter Examination.⁵

2. **Interpreters for the Hearing Impaired.**⁶ The qualifications of interpreters for the hearing impaired appearing before the Superior Court of Arizona in Maricopa County are determined by the OCI based upon certifications approved by the Arizona Council for the Hearing Impaired, as provided in A.R.S. Section 12-242.

3. **Lesser-use Language Interpreters and Bilinguals.** OCI determines the qualifications of interpreters and nonprofessional bilinguals of languages of infrequent demand, appearing before the Superior Court of Arizona in Maricopa County, based upon all information and recommendations available to it.

OCI will make every effort to provide a qualified interpreter or bilingual from local resources. However, should that not be possible, OCI may move the Court to modify pay rates and provide for travel expenses outside of those provided for in the Court's order on payment of per diem interpreters signed by the Hon. Michael B. Dann and dated January 6, 1988 attached hereto.

OCI will inform the Court as to the skill level of the individual contracted before the matter is called. Nonprofessional bilinguals determined by OCI as too inexperienced to attend a hearing alone, may be accompanied by a qualified interpreter from OCI to ensure the bilingual's appropriate performance. When the qualification of an interpreter is called into question, e.g., counsel disputes the accuracy of the interpreted rendition, the Court may direct counsel to examine interpreter as to his qualifications.

⁵This is a three-phase examination of multiple choice language-related questions, an oral skills performance evaluation and a translation examination administered and scored by the OCI.

⁶All American Sign Language and other interpreters for the hearing impaired shall use the simultaneous mode of interpretation for all hearings and other appearances.

E. Scheduling Priorities.

Due to limited interpreter resources, the Court urges all divisions and agencies to use the interpreter's service as quickly and efficiently as possible, allowing him to move to the next scheduled interpreter matter.

Interpreter appearances in matters in and out of Court will be scheduled by OCI based upon the following priorities:

- a) all delinquency, incorrigibility and Juvenile Court proceedings;
- b) criminal proceedings in Superior Court;
- c) appearances related to Juvenile Court proceedings;
- d) appearances related to criminal proceedings in Superior Court;
- e) non-criminal proceedings in Superior Court;
- f) appearances related to non-criminal proceedings in Superior Court;
- g) translations.

In allocating interpreter resources, OCI will take into account the following criteria: availability of an interpreter qualified to interpret at a specific proceeding or interview; advance notice given; class of offense in criminal and delinquency matters; estimated length of proceedings; probability of proceedings being held; and distance to be travelled.

F. Orders Appointing the Office of the Court Interpreter.

In general, the Office of the Court Interpreter becomes involved in a Court matter at the time the Court issues an order of appointment. If an individual appearing before the Court is unable to speak, hear or understand English sufficiently well to communicate with and be understood by Court, counsel or jury, the Court will determine an interpreter is required.

In determining whether and what type interpreter may be needed, the Court may ask the subject his native country, native language, length of time in the United States, amount of schooling and in what country, etc. In the case of a hearing impaired individual, the Court may question the individual as to the type of visual language interpreter required.⁷

Any hearing officer, upon determining language need, may issue an order appointing OCI to provide an interpreter on a specific matter before the Court. The order should specify the identity of the individual needing an interpreter, his role in the matter, required language, and date and time of the next proceeding. The Court should endorse the OCI on all future minute entries in the case as long as the OCI is involved, with the name of the interpreter appearing before the Court included in the minute entry.

While need for an interpreter is most commonly determined at initial appearance, the Court may appoint the OCI at any time in the proceedings an interpreter need is suspected. The hearing officer may make the determination based either upon examination of defendant, avowal by defense counsel, or information provided by OCI or Criminal Court Administration. Interpreter may request the Court to provide a copy of the indictment or information and of all minute entries prior to the order appointing interpreter.

⁷Deaf and hard of hearing people use different forms of visual language, e.g., American Sign Language, signed English, cued speech, oral speech-reading, sign dialects, foreign sign languages and (for certain latent deafened adults who speak but do not sign or understand sign language or read lips) closed captioning or "real time interpreting".

IV. OCI PROCEDURES ON INTERPRETER APPOINTMENTS BY THE COURT.

A. General.

The Office of the Court Interpreter will provide a court interpreter for any matter before the Maricopa County Superior Court upon the Court's order of appointment.

The OCI assigns interpreters, translators, and nonprofessional bilinguals to individual cases based upon the Court's need and qualifications of individuals available, within 48 hours of receipt of the order of appointment.

When subject and assigned interpreter cannot communicate due to speech impediment, extreme regional difference, etc., OCI will assign the case to another interpreter.

When OCI has been erroneously appointed (e.g., no real need for a foreign language interpreter) or incorrectly appointed (e.g., wrong language), OCI will request the Court to amend or vacate previous orders of appointment. Similarly, if need for interpreter ends, (e.g., if subject concealed his true knowledge of English) OCI may request permission of the Court to withdraw, removing the notation of need for an interpreter from internal documentation and that of the Clerk of the Court.

To adequately prepare for a court appearance, the assigned interpreter may request that counsel provide interpreter access to official and unprivileged documents and/or allow interpreter opportunity to become acquainted with subject's linguistic traits by questioning subject or being present when counsel interviews subject. In cases in which appointed counsel wishes to communicate with his client without an interpreter, but in which interpreter is required subsequently to interpret in the courtroom, interpreter should be present at all explanations of a legal nature leading to matters to be resolved in Court in order to be prepared linguistically.

B. Criminal: Defendants.

The first person to have contact with defendant (generally either the hearing officer in Initial Appearance Court (IA Court) or Pretrial Services Agency (PSA) staff) may request OCI attend the initial appearance hearing, specifying the language needed. After specific interpreter need has been established and appropriate OCI appointment order entered by hearing officer, OCI will assign an interpreter to be present at initial appearance and defendant's next Superior Court hearing.

In felony cases bound over for trial before the Superior Court, the hearing officer in Arraignment Court should note on the record OCI's appointment to provide language services for the defendant. OCI should be endorsed on all future minute entries in that case, with the name of the interpreter appearing at the hearing included in the minute entry.

C. Criminal: Witnesses.

Prosecution or defense counsel with a witness who needs the services of an interpreter should by motion request the Court appoint OCI for witness(es) in that case, specifying whether interpreter is for victim(s), non-victim witness(es), or expert witness(es). Once the motion is granted, OCI will assign an interpreter for witness as needed during pendency of the case. When provided adequate opportunity to schedule, interpreter will make himself available to counsel for all interviews prior to the hearing in which witness testifies.

If either prosecution or defense has a witness in a criminal case in which OCI has been appointed for defendant, OCI will appoint a different interpreter for the witness.

D. Juvenile: Delinquency and Incurrigibility.

The juvenile's probation officer or attorney should bring the need for an interpreter to the attention of the Court by notifying the Calendar Administrator who will, with as much advance notice as possible, request interpreter attend the advisory hearing.

The hearing officer at the advisory hearing should enter an order appointing the OCI for the juvenile, parent or other interested person in the proceedings when a juvenile, parent or other interested person in a delinquency or incurrigibility action is unable to speak English so as to be understood directly by Court and/or counsel or is unable to speak, hear and/or understand English sufficiently well to comprehend the proceedings and to assist counsel in his defense. The hearing officer may make such inquiry he deems appropriate to aid in this finding.

The clerk should endorse OCI on all minute entries in the case.

OCI will contact the party requesting the interpreter prior to subsequent hearings in the matter to ascertain attendance of interpreter's subject at any hearing. In emergency cases, or situations in which the hearing date is accelerated and no timely notice can be done by minute entry, the requesting person will notify the Calendar Administrator who will immediately contact OCI.

If need for interpreter is not apparent until later stages of the case, the appointment and notification procedures above are followed at the appropriate hearing.

E. Non-delinquency Juvenile.

Because of the speed with which initial hearings in non-delinquency juvenile matters take place, OCI requests it be notified by Calendar Administrator of the issuance of the appointment order immediately upon determining that an interpreter is needed, in whatever language and whether for the juvenile or parent of the juvenile. The formal written order should be sent to OCI as soon as possible.

F. Probate, Mental Health, Alternative Dispute Resolutions.

OCI requests it be sent the order of appointment within one week in advance of the hearing date for Spanish interpreters, two weeks for interpreters for the hearing impaired and one month for all other languages. (See III-E above for specific information to be contained in the appointment order.)

G. Civil and Domestic Relations.

The OCI can provide interpreters for the Court for anyone taking the witness stand as the Court determines in the best interests of the party or the Court to do so. (See IV-A below on interpreting for witnesses.) However, should an interpreter be needed for one of the parties for the duration of a lengthy proceeding, it is the responsibility of the parties to make independent arrangements for an interpreter at their own expense unless otherwise ordered by the Court. OCI requests it be sent the order of appointment (see III-E above) within two weeks in advance of the hearing date for Spanish interpreters and interpreters for the hearing impaired and one month for all other languages.

IV. INTERPRETER PRACTICES.

A. General.

Upon arriving at Court, interpreter will make his presence known to the judicial assistant, deputy court clerk, or bailiff and then find his subject. For hearings on the record, interpreter will announce

his presence on the record before beginning the hearing. Interpreter will make himself available to interpret in a given matter until the hearing is adjourned.

When interpreted defendant's⁸ case is called, the interpreter will interpret, in the simultaneous mode, all statements made by the hearing officer, counsel, witnesses and any other individual either addressing the Court or testifying, whether on or off the record. Interpreter may either sit or stand at the side of interpreted subject.

When more than one defendant appears for the same hearing and procedure, whenever possible the hearing officer should call and hear the individual defendant's cases consecutively.

Interpreter may interpret either consecutively or simultaneously in conversations held between defense counsel and defendant and between State's counsel and witnesses in preparation of the case for hearing.

OCI will assign one interpreter to each co-defendant in cases with more than one defendant, and assign two interpreters to cases in which both defendant and witnesses⁹ need interpreters. This interpreter will interpret the witness interpreter's rendition to the defendant in cases in which the testifying witness also needs an interpreter. The interpreter assigned to witnesses will interpret consecutively from the witness stand the examination of the witness, and when the defendant is the witness, all objections, rulings, and instructions from the Court taking place during the hearing as well. The witness interpreter need not interpret arguments made by counsel or the Court's rulings, unless regarding an objection to the question made of the witness or if ordered to do so by the Court.

When interpreter is unfamiliar with a term used by either the Court, counsel or witness, interpreter will state to the Court that clarification, repetition, or an explanation is needed, using the third person, i.e., "The interpreter requests clarification of ..." A conference at the bench may become necessary if understanding cannot be established.

B. Initial Appearance Hearings. Interpreter will interpret the hearing officer's explanation of the defendant's rights and the purpose of the hearing. Interpreter will interpret for PSA staff in preparing the release recommendation for the hearing officer. When more than one defendant appears for the same hearing and procedure, the hearing officer should call and hear the individual defendant's cases consecutively.

C. Preliminary Hearings. Interpreter will interpret either consecutively or simultaneously in conversations held between defense counsel and defendant and between State's counsel and witnesses in preparation of the case for preliminary hearing. OCI will assign one interpreter to each co-defendant in cases with more than one defendant, and assign two interpreters to cases in which both defendant and witnesses need interpreters.

In the preliminary hearing itself, interpreter assigned to defendant will interpret simultaneously all statements made, both on and off the record, by the Court, counsel and witnesses. This interpreter will interpret the witness interpreter's rendition to the defendant in cases in which the testifying witness also needs an interpreter. Interpreter assigned to witness will interpret consecutively from the witness stand the examination of the witness, as well as objections, rulings, and instructions from the Court taking

⁸ When the matter arises out of a juvenile delinquency cause, principles applying to the criminal defendant shall also apply to the non-English speaking juvenile and his parent or person appearing *in loco parentis*.

⁹ When the appointment arises out of a civil, domestic relations, probate, mental health or other noncriminal matter, principles applying to a criminal witness shall also apply to the non-English speaking party or witness.

place during the hearing. Rules regarding examination of witnesses in trial as they relate to interpreters also apply at preliminary hearings.

D. Trials. All statements made by defendant from the witness stand, regardless of to whom they are directed, will be interpreted. Except under extraordinary circumstances, no interpreter should interpret during trial for longer than 1.5 hours in either simultaneous or consecutive mode without a recess or substitution of interpreter. When able to do so, OCI will arrange for interpreters to alternate at 45 minute intervals. Interpreter will position himself in the courtroom in order to have optimum visual and aural access to the proceedings while interpreting. When counsel makes an objection, interpreter will interpret that objection and the Court's ruling in its regard simultaneously. If defendant answers the question over the objection and before the ruling, interpreter will interpret the answer, unless witness is instructed not to answer. In general, interpreted subject will be instructed that everything he says will be interpreted and that he not answer the question until it has been fully interpreted.

E. Presentence Proceedings. Interpreter will interpret for defendant at all interviews with the Adult Probation Department (hereafter APO) in preparing presentence and predisposition reports and investigation. OCI requests two days advance notice in scheduling interview.

F. Sentencing Hearings. In addition to interpreting for defendant in conversations with counsel, interpreter may also sight translate the presentence report if necessary. Statements in a language other than English made by other individuals with respect to sentencing require a second interpreter.

VIII. OTHER AGENCIES.

OCI provides interpreters for the following for contacts occurring outside court which arise out of Superior Court cases, including Juvenile/Dependency:

- Juvenile Probation Office;
- Department of Economic Security;
- Office of the City Attorney in lower court appeals;
- Office of the County Attorney;
- Office of the Public Defender;
- Office of the Attorney General;
- Adult Probation Office;
- all contract defense counsel;
- private counsel in criminal causes to which OCI has been appointed;
- private agencies with which the Court contracts;
- Conciliation Services; and
- private counsel in civil causes in which arbitration or mediation has been agreed to.

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA

IN AND FOR THE COUNTY OF MARICOPA

IN THE MATTER OF PAYMENT)
OF PER DIEM INTERPRETERS IN)
PRACTICE BEFORE)
THE SUPERIOR COURT)

ORDER

IT IS ORDERED establishing rates and methods of compensation for per diem interpreters effective January 1, 1988 as follows:

\$40	For appearances lasting one hour or less
80	For appearances lasting longer than one hour and up to four hours
160	For appearances lasting longer than four hours

IT IS FURTHER ORDERED that the time worked must exceed a category by fifteen (15) minutes in order to be compensated in the next higher category.

IT IS FURTHER ORDERED that the office of the Court Administrator is authorized to deviate from these rates in situations requiring the services of an interpreter for an exotic language.

DATED this 6th day of Jan., 1988.



B. MICHAEL DANN
Chief Presiding Judge

Original: Clerk of the Superior Court

cc: Hon. Armando deLeon, Chairman, Court Interpreters and Bilingual Forms Committee
Gordon Griller, Court Administrator
Gordon Allison, Justice Court Administrator
Pete Anderson, Judicial Administrator
Brian Doran, Judicial Administrator
Mark Weinberg, Judicial Administrator
✓ Scott Robert Loos, Chief Interpreter

G

Spanish Interpreter:

Month/Year:

[illegible]

DUPLICATE FIRST MONDAY OF EACH MONTH

Spanish Interpreter: _____
Month/Year: _____

Spanish Interpreter: _____
Month/Year: _____

[illegible]

WORKSHEET DUE 1ST MONDAY OF EACH MONTH

H

JUDICIAL HEARING OFFICER QUESTIONNAIRE

The following survey is an attempt to evaluate the service currently provided by the Office of the Court Interpreter and is directed to all judges and commissioners in the criminal divisions in the Superior Court of Maricopa County, Arizona. Please complete and return the survey by December 7. Survey results will be available upon request.

1. Which best describes how you know that the defendant needs an interpreter?
(Check only one response.)

- 1 [] Independent judicial evaluation of the facts (e.g., defendant responds in English to inquiry by the hearing officer that he has attended four years of high school in the United States);
 - 2 [] Request by defendant or counsel for interpreter;
 - 3 [] Defendant responds affirmatively to the foreign language equivalent of "Does anyone else in the courtroom not speak English?";
 - 4 [] Interpreter is in court, interpreting for defendant in a language to which defendant responds;
 - 5 [] Other (Please specify) _____
-

2. Which best describes your perception of the court interpreter role? (Check only one response.)

- 1 [] The interpreter uses the closest equivalent possible in both languages, to interpret the meaning of the words that are spoken;
 - 2 [] The interpreter searches for words in both languages that he/she thinks the non-English speaker and the other party can understand, not always the equivalent of what has been spoken;
 - 3 [] The interpreter removes false starts, grammatical errors and/or expletives for a clearer statement for the record;
 - 4 [] The interpreter provides a third-person explanation of what is happening in court to the non-English speaker plus his/her perception of what the non-English speaker is saying to you.
 - 5 [] Other (Please specify) _____
-

3. Is it your usual practice to call calendared matters requiring a court interpreter immediately once all parties are present?

- 1 [] Yes
- 2 [] No
- 3 [] Other (Please specify)

4. Which best describes how you know that the defendant understands the language used by the court interpreter? (Check only one response.)

- 1 ☐ The flow of words between the defendant and the interpreter is uninterrupted;
2 ☐ The interpreter's response is consistent with the question asked;
3 ☐ The expression and body language of the interpreter and the defendant indicate communication is taking place;
4 ☐ The hearing officer understands the interpreted language;
5 ☐ You don't know;
6 ☐ Other (Please specify) _____
-
-

5. When all participants are ready to appear before the court on a matter requiring an interpreter but no court interpreter is present, what do you do? (Check all that apply.)

- 1 ☐ Reschedule for another date;
2 ☐ Arrange to call the Office of the Court Interpreter and wait;
3 ☐ Use another Spanish speaker;
4 ☐ Arrange to page the interpreter directly and wait;
5 ☐ Ask defendant in English to waive the interpreter and proceed;
6 ☐ Ask counsel to waive the interpreter and proceed;
7 ☐ Other (Please specify) _____
-
-

6. What do you do when, at the hearing at which defendant or witness is to appear, counsel requests a court interpreter for that defendant or witness? (Check only one response.)

- 1 ☐ Grant the request and reset;
2 ☐ Deny request as untimely and reset;
3 ☐ Deny request as untimely and proceed without interpreter;
4 ☐ Grant the request, call for an interpreter, and proceed when interpreter arrives;
5 ☐ Other (Please specify) _____
-
-

7. Within the past 12 months, please give your best estimate of the number of hearings in which your division has requested the services of an interpreter.

8. During the same period, please estimate the number of hearings in which your division has used the services of an interpreter. _____
9. Within the past 12 months, please give your best estimate of the number of times counsel has challenged an interpreted rendition in your courtroom. _____
10. During the same period, please estimate the number of times you felt that the interpreted rendition should be challenged. _____

Briefly describe the situation[s], the court's ruling and the language:

11. Within the past 12 months, please estimate the number of times cases in your courtroom requiring a court interpreter have been continued because a court interpreter was unavailable. _____
12. Within the past 12 months, please estimate the number of times you have used an available bi-lingual employee, lawyer or family member because a court interpreter was unavailable. _____
13. How would you characterize the courtroom conduct of the staff interpreters who have interpreted in your courtroom over the past 12 months?

- [1] Conduct is always appropriate for an officer of the court;
[2] Conduct is usually appropriate for an officer of the court;
[3] Conduct is seldom appropriate for an officer of the court;
[4] Comments _____

14. How would you characterize the courtroom conduct of the interpreters of a language other than Spanish who have interpreted in your courtroom over the past 12 months?

- ☐ [1] Conduct is always appropriate for an officer of the court;
☐ [2] Conduct is usually appropriate for an officer of the court;
☐ [3] Conduct is seldom appropriate for an officer of the court;
☐ [4] Comments _____
-

15. Which of the following statements about Spanish family or surnames is true? (Check only one response.)

- ☐ [1] a. The first last name (which is the family or surname) of a Spanish speaker is the most important.
☐ [2] b. The second last name of a Spanish speaker is the most important.
☐ [3] c. The "true" name of a Spanish speaker should reflect both the first and the second last names.
☐ [4] d. Both "a" and "c".
☒ [5] e. Don't know.

16. Where do court interpreters fit into the judicial system administratively? (Check only one response.)

- ☐ [1] Interpreters are employees of a county agency (e.g. Clerk of the Court) which sends them to the divisions of the court to provide a service to the bench.
☐ [2] Interpreters are employees of a court office which sends them to the divisions of the court to provide a service to the bench.
☐ [3] Interpreters are retained by counsel.
☐ [4] Other _____
-

17. On a scale of 1 to 5, with 5 being the most satisfactory and 1 the least, please circle the number that most closely reflects your opinion of the quality and timeliness of the interaction you have had with the Office of the Court Interpreter over the past 12 months.

- 17.1 A. Through OCI secretary
Very unsatisfactory Very satisfactory
1 2 3 4 5
- 17.2 B. Through OCI administrator
Very unsatisfactory Very satisfactory
1 2 3 4 5
- 17.3 C. Through OCI interpreters
Very unsatisfactory Very satisfactory
1 2 3 4 5

18. **The timeliness of court interpreter service provided your court over the past 12 months.**

Very unsatisfactory Very satisfactory
1 2 3 4 5

19. **The accuracy of court interpreter service provided your court over the past 12 months.**

Very unsatisfactory Very satisfactory
1 2 3 4 5

20. **The overall effectiveness of the service provided by the Office of the Court Interpreter over the past 12 months.**

Very unsatisfactory Very satisfactory
1 2 3 4 5

21. **Please identify your suggestions to improve the timeliness of the interpreter service provided your court. (Check all that apply.)**

- [1] Designate set time periods for matters that require an interpreter;
 - [2] Limit interpreter matters to specific days;
 - [3] Limit the number of courtrooms in which interpreter matters are heard;
 - [4] Implement a local rule relating to the circumstances under which interpreters are appointed;
 - [5] Tighten up on determination of need for interpreter;
 - [6] Hire more court interpreters;
 - [7] No improvement necessary;
 - [8] Other (Please specify: _____)
-
-

22. **Please identify your suggestions to improve the accuracy of the interpreter service provided your court. (Check all that apply.)**

- [1] Provide information on court access concerns of a culturally diverse population;
 - [2] Require state certification of court interpreters;
 - [3] Train more court interpreters;
 - [4] Increase educational and training opportunities for interpreters in Arizona;
 - [5] No improvement necessary;
 - [6] Other (Please specify: _____)
-
-

23. Please list your suggestions to improve the overall effectiveness of the operation of the Office of the Court Interpreter.

Yes, I would like a copy of the survey results. Please send them to: _____

24. Rescheduled hrgs
1
2
3
4 other

25. Assume presence
1
2
3
4 other

PLEASE RETURN FORM BY DECEMBER 7 TO

SARAH SHEW
JUDICIAL ADMINISTRATOR
OFFICE OF THE COURT INTERPRETER
WEST COURT BUILDING, 6TH FLOOR
506-7877

26. Case could - NA for interview []

27. Bi-ling for int. []

BAILIFF QUESTIONNAIRE

The following survey is an attempt to evaluate the service currently provided by the Office of the Court Interpreter and is directed to all bailiffs in the criminal divisions in the Superior Court of Maricopa County, Arizona. Please complete and return the survey by December 7. Survey results will be available upon request.

2 ~~1~~ Which best describes your perception of the court interpreter role? (Check only one response.)

- ☐ The interpreter uses the closest equivalent possible in both languages, to interpret the meaning of the words that are spoken;
 - ☐ The interpreter searches for words in both languages that he/she thinks the non-English speaker and the other party can understand, not always the equivalent of what has been spoken;
 - ☐ The interpreter removes false starts, grammatical errors and expletives for a clearer statement for the record;
 - ☐ The interpreter provides a third-person explanation of what is happening in court to the non-English speaker plus his/her perception of what the non-English speaker is saying.
 - ☐ Other (Please specify) _____
-
-

3 ~~2~~ Is it the usual practice of your judge/commissioner to call calendared matters requiring a court interpreter immediately once all parties are present?

- ☐ Yes
 - ☐ No
 - ☐ Other (Please specify) _____
-
-

4 ~~3~~ Which best describes how you can tell that the defendant understands the language used by the court interpreter? (Check only one response.)

- ☐ The flow of words between the defendant and the interpreter is uninterrupted;
 - ☐ The defendant's response is consistent with the question asked;
 - ☐ The expression and body language of the interpreter and the defendant indicate communication is taking place;
 - ☐ The hearing officer understands the interpreted language;
 - ☐ Don't know;
 - ☐ Other (Please specify) _____
-
-

5 4.

When all participants are ready to appear before the court on a matter requiring an interpreter but no court interpreter is present, what happens? (Check all that apply.)

- ☐ The matter is rescheduled for another date;
 - ☐ I call the Office of the Court Interpreter and parties wait;
 - ☐ Another Spanish speaker is used;
 - ☐ I page the interpreter directly and parties wait;
 - ☐ The judge/commissioner asks defendant in English to waive the interpreter and the matter proceeds;
 - ☐ The judge/commissioner asks counsel to waive the interpreter and the matter proceeds;
 - ☐ Other (Please specify) _____
-
-

6 5.

What does your judge/commissioner do when, at the hearing at which client or witness is to appear, counsel requests a court interpreter for that client or witness? (Check only one response.)

- ☐ Grants the request and resets;
 - ☐ Denies request as untimely and resets;
 - ☐ Denies request as untimely and proceeds without interpreter;
 - ☐ Grants request, asks you to call for an interpreter, and then proceeds when interpreter arrives;
 - ☐ Other (Please specify) _____
-
-

7 6.

Within the past 12 months, please give your best estimate of the number of hearings in which your division has requested the services of an interpreter? _____

8 7.

Used the services of an interpreter? _____

12 8.

Within the past 12 months, please give your best estimate of how many times an available bi-lingual employee, lawyer or family member has been used in your courtroom because a court interpreter was unavailable? _____

15 9. Which of the following statements about Spanish family or surnames is true?
(Check only one response.)

- ☐ a. The first last name, which is the family or surname, of a Spanish speaker is the most important.
- ☐ b. The second last name of a Spanish speaker is the most important.
- ☐ c. The "true" name of a Spanish speaker should reflect both the first and the second last names.
- ☐ d. Both "a" and "c".
- ☐ e. Don't know.

17 10. On a scale of 1 to 5, with 5 being the most satisfactory and 1 the least, please circle the number that most closely reflects your opinion of the quality and timeliness of the interaction you have had with the Office of the Court Interpreter over the past 12 months.

A. Through OCI secretary

Very unsatisfactory Very satisfactory
1 2 3 4 5

B. Through OCI administrator

Very unsatisfactory Very satisfactory
1 2 3 4 5

C. Through the interpreters

Very unsatisfactory Very satisfactory
1 2 3 4 5

21 11. Please identify your suggestions to improve the timeliness of the interpreter service provided your court. (Check all that apply.)

- ☐ Designate set time periods for matters that require an interpreter;
- ☐ Limit interpreter matters to specific days;
- ☐ Limit the number of courtrooms in which interpreter matters are heard;
- ☐ Implement a local rule relating to the circumstances under which interpreters are appointed;
- ☐ Tighten up on determination of need for interpreter;
- ☐ Hire more court interpreters;
- ☐ No improvement necessary;
- ☐ Other (Please specify: _____)

22. Please identify your suggestions to improve the accuracy of the interpreter service provided your court. (Check all that apply.)

- 4 circles
- [1] Provide information on court access concerns of a culturally diverse population;
 - [2] Require state certification of court interpreters;
 - [3] Train more court interpreters;
 - [5] No improvement necessary;
 - [6] Other (Please specify: _____)
- _____
- _____

23. Please list your suggestions to improve the overall effectiveness of the operation of the Office of the Court Interpreter.

Yes, I would like a copy of the survey results. Please send them to: _____

PLEASE RETURN FORM BY DECEMBER 7 TO

SARAH SHEW
JUDICIAL SERVICES ADMINISTRATOR
OFFICE OF THE COURT INTERPRETER
WEST COURT BUILDING, 6TH FLOOR
506-7877

DEFENSE COUNSEL QUESTIONNAIRE

The following survey is an attempt to evaluate the service currently provided by the Office of the Court Interpreter and is directed to all defense counsel with interpreter cases in the criminal divisions in the Superior Court of Maricopa County, Arizona. Please complete and return the survey by December 7. Survey results will be available upon request.

- ✓ 1. Which best describes how your client obtains a court interpreter? (Check only one response.)

- ☐ Judicial hearing officer makes an independent evaluation of the facts (e.g., defendant responds in English to inquiry by the hearing officer that he has attended four years of high school in the United States);
- ☐ Request by you or your client for interpreter;
- ☐ Your client responds affirmatively to the Spanish equivalent of "Does anyone else in the courtroom not speak English?";
- ☐ By the time you meet your client, interpreter is already in court, interpreting for defendant in a language to which defendant responds;
- ☐ Other (Please specify) _____
-
-

- ✓ 2. Which best describes your perception of the court interpreter role? (Check only one response.)

- ☐ The interpreter uses the closest equivalent possible in both languages, to interpret the meaning of the words that are spoken;
- ☐ The interpreter searches for words in both languages that he/she thinks the non-English speaker and the other party can understand, not always the equivalent of what has been spoken;
- ☐ The interpreter removes false starts, grammatical errors and expletives for a clearer statement for the record;
- ☐ The interpreter provides a third-person explanation of what is happening in court to the non-English speaker plus his/her perception of what the non-English speaker is saying.
- ☐ Other (Please specify) _____
-
-

- ✓ 3. Is it the usual practice of the judges you appear before to call calendared matters requiring a court interpreter immediately once all parties are present?

- ☐ Yes
- ☐ No
- ☐ Other (Please specify) _____
-
-

4. ✓ Which best describes how you know that the defendant understands the language used by the court interpreter? (Check only one response.)

- ☐ The flow of words between the defendant and the interpreter is uninterrupted;
 - ☐ The interpreter's response is consistent with the question asked;
 - ☐ The expression and body language of the interpreter and the defendant indicate communication is taking place;
 - ☐ You understand the interpreted language;
 - ☐ You don't know;
 - ☐ Other (Please specify) _____
-
-

5. ✓ When all participants are ready to appear before the court on a matter requiring an interpreter but no court interpreter is present, what do you do? (Check all that apply.)

- ☐ Ask the hearing officer to reschedule for the next court day;
 - ☐ Call or ask bailiff to call the Office of the Court Interpreter and then wait;
 - ☐ Page or ask bailiff to page the interpreter directly and then wait;
 - ☐ Use another Spanish speaker;
 - ☐ Ask defendant in English to waive the interpreter and proceed;
 - ☐ Waive the interpreter and proceed;
 - ☐ Other (Please specify) _____
-
-

6. ✓ What has been your experience when, at the hearing at which client or witness is to appear, you request a court interpreter for that client or witness? (Check only one response.)

- ☐ Court will grant the request and reset;
 - ☐ Court will deny request as untimely and reset;
 - ☐ Court will deny request as untimely and proceed without interpreter;
 - ☐ Court will grant request, call for an interpreter, and proceed when interpreter arrives;
 - ☐ Other (Please specify) _____
-

7. ✓ Within the past 12 months, please give your best estimate of the number of your cases in which an interpreter has been requested. _____

8. ✓ During the same period, please estimate the number of your cases in which an interpreter has been used? _____

24 9. Within the past 12 months, please estimate how often it has been your experience that hearings at which an interpreter is needed for someone other than the defendant are rescheduled because an interpreter is unavailable on short notice?

- ☐ About once a week;
☐ About once a month;
☐ Very seldom;
☐ Other (Please specify) _____

- 9 10. ✓ Within the past 12 months, please estimate the number of times you have challenged an interpreted rendition in court. _____

- 10 11. ✓ During the same time period, please estimate the number of times you felt that the interpreted rendition should have been challenged. _____

Briefly describe the situation[s], the court's ruling and the language:

- 11 12. ✓ Within the past 12 months, please estimate the number of times your cases have been continued in court because a court interpreter was unavailable for the court appearance. _____

- 26 13. During the same period, please estimate the number of times your cases have been continued in court because a court interpreter was unavailable for an interview prior to a court appearance. _____

- 12 14. ✓ Within the past 12 months, please estimate how many times you have used an available bi-lingual employee or family member for an interview because a court interpreter was unavailable. _____

13. 15. How would you characterize the courtroom conduct of the staff interpreters who have interpreted in the courtrooms in which you have appeared over the past 12 months?

- ☐ Conduct is always appropriate for an officer of the court;
☐ Conduct is usually appropriate for an officer of the court;
☐ Conduct is seldom appropriate for an officer of the court;
☐ Comments _____

25 16. What measures do you take to assure the presence of an interpreter at a court appearance at a certain date and time during the morning calendar?

- ☐ Call the Office of the Court Interpreter or the individual interpreter;
☐ Stop the interpreter in the hall that morning and arrange to meet later at a specified time;
☐ Some combination of the above;
☐ None;
☐ Comments (Please specify): _____

19 17. Which of the following statements about Spanish surnames is true? (Check only one response.)

- ☐ a. The first last name of a Spanish speaker is the most important.
☐ b. The second last name of a Spanish speaker is the most important.
☐ c. The "true" name of a Spanish speaker should reflect both the first and the second last names.
☐ d. Both "a" and "c".
☐ e. Don't know.

14 18. On a scale of 1 to 5, with 5 being the most satisfactory and 1 the least, please circle the number that most closely reflects your opinion of the quality and timeliness of the interaction you have had with the Office of the Court Interpreter over the past 12 months.

A. Through OCI secretary

Very unsatisfactory Very satisfactory
1 2 3 4 5

B. Through OCI administrator

Very unsatisfactory Very satisfactory
1 2 3 4 5

C. Through OCI interpreters

Very unsatisfactory Very satisfactory
1 2 3 4 5

18 19. The timeliness of court interpreter coverage over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

19 20. The accuracy of court interpreter service over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

20 21. The overall effectiveness of the service provided by the Office of the Court Interpreter over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

21 22. Please identify your suggestions to improve the timeliness of the interpreter coverage. (Check all that apply.)

- ☐ Designate set courtroom time periods for matters that require an interpreter;
- ☐ Limit interpreter matters to specific days;
- ☐ Limit the number of courtrooms in which interpreter matters are heard;
- ☐ Implement a local rule relating to the circumstances under which interpreters are appointed;
- ☐ Tighten up on determination of need for interpreter;
- ☐ Hire more court interpreters;
- ☐ No improvement necessary;
- ☐ Other (Please specify: _____)

22 23. Please identify your suggestions to improve the accuracy of the interpreter service. (Check all that apply.)

- ☐ Provide information on court access concerns of a culturally diverse population;
- ☐ Require state certification of court interpreters;
- ☐ Train more court interpreters;
- ☐ No improvement necessary;
- ☐ Other (Please specify: _____)

23 24.

Please list your suggestions to improve the overall effectiveness of the operation of the Office of the Court Interpreter.

Yes, I would like a copy of the survey results. Please send them to: _____

PLEASE RETURN FORM BY DECEMBER 7 TO

**SARAH SHEW
JUDICIAL ADMINISTRATOR
OFFICE OF THE COURT INTERPRETER
WEST COURT BUILDING, 6TH FLOOR
506-7877**

PROSECUTION QUESTIONNAIRE

The following survey is an attempt to evaluate the service currently provided by the Office of the Court Interpreter and is directed to all county prosecutors with interpreter cases in the criminal divisions in the Superior Court of Maricopa County, Arizona. Please complete and return the survey by December 7. Survey results will be available upon request.

- ✓ 1. Which best describes how your witness obtains a court interpreter? (Check only one response.)

- ☐ Judicial hearing officer makes an independent evaluation of the facts (e.g., witness responds in English to inquiry by the hearing officer that he has attended four years of high school in the United States);
- ☐ Request by you or your witness for interpreter;
- ☐ Your office calls the Office of the Court Interpreter and schedules an interpreter for your witness;
- ☐ You ask the interpreter assigned to the defendant in the case to prepare to interpret for the witness;
- ☐ Other (Please specify) _____
-
-

- ✓ 2. Which best describes your perception of the court interpreter role? (Check only one response.)

- ☐ The interpreter uses the closest equivalent possible in both languages, to interpret the meaning of words that are spoken;
- ☐ The interpreter searches for words in both languages that he/she thinks the non-English speaker and the other party can understand, not always the equivalent of what has been spoken;
- ☐ The interpreter removes false starts, grammatical errors and expletives for a clearer statement for the record;
- ☐ The interpreter provides a third-person explanation of what is happening in court to the non-English speaker plus his/her perception of what the non-English speaker is saying.
- ☐ Other (Please specify) _____
-
-

- ✓ 3. Is it the usual practice of the judges you appear before to call calendared matters requiring a court interpreter immediately once all parties are present?

☐ Yes

☐ No

☐ Other (Please specify) _____

- ✓ 4. Which best describes how you know your witness understands the language used by the court interpreter? (Check only one response.)

- ☐ The flow of words between the witness and the interpreter is uninterrupted;
☐ The interpreter's response is consistent with the question asked;
☐ The expression and body language of the interpreter and the witness indicate communication is taking place;
☐ You understand the interpreted language;
☐ You don't know;
☐ Other (Please specify) _____
-
-

- ✓ 5. When all participants are ready to appear before the court on a matter requiring an interpreter but no court interpreter is present, what do you do? (Check all that apply.)

- ☐ Ask the hearing officer to reschedule for another day;
☐ Call or arrange to call the Office of the Court Interpreter and then wait;
☐ Use another Spanish speaker;
☐ Page or arrange to page the interpreter directly and then wait;
☐ Ask witness in English to waive the interpreter and proceed;
☐ Waive the interpreter and proceed;
☐ Other (Please specify) _____
-
-

- ✓ 6. What has been your experience when, at the hearing at which witness is to appear, you request a court interpreter for that witness? (Check only one response.)

- ☐ Court will grant request and reset;
☐ Court will deny request as untimely and reset;
☐ Court will deny request as untimely and proceed without interpreter;
☐ Court will grant request, call for an interpreter and proceed when interpreter arrives;
☐ Other (Please specify) _____
-
-

24
7. How often has it been your experience that hearings at which an interpreter is needed for someone other than the defendant are rescheduled because an interpreter is unavailable on short notice?

- [] About once a week;
[] About once a month;
[] Very seldom;
[] Other (Please specify) _____

7 8. Within the past 12 months, please estimate the number of your cases in which the services of a court interpreter have been requested. _____

8 9. In the same time period, please estimate the number of times the services of a court interpreter have been used. _____

9 10. Within the past 12 months, please give your best estimate of how many times you have challenged an interpreted rendition in court. _____

10 11. During the same time period, please give your best estimate of how many times you felt the interpreted rendition should be challenged.

Briefly describe the situation[s], the court's ruling and the language:

11 12. Within the past 12 months, please estimate the number of times your cases have been continued in court because a court interpreter was unavailable for a court appearance. _____

20 13. During the same period, please estimate the number of times your cases have been continued in court because a court interpreter was unavailable for an interview prior to a court appearance. _____

12 14. Within the past 12 months, please estimate how many times you have used an available bi-lingual employee or family member for an interview because a court interpreter was unavailable. _____

13 15. How would you characterize the courtroom conduct of the staff interpreters who have interpreted in the courtrooms in which you have appeared over the past 12 months?

- ☐ Conduct is always appropriate for an officer of the court;
☐ Conduct is usually appropriate for an officer of the court;
☐ Conduct is seldom appropriate for an officer of the court;
☐ Comments _____

15 16. Which of the following statements about Spanish family or surnames is true?
(Check only one response.)

- ☐ a. The first last name, which is the family or surname, of a Spanish speaker is the most important.
☐ b. The second last name of a Spanish speaker is the most important.
☐ c. The "true" name of a Spanish speaker should reflect both the first and the second last names.
☐ d. Both "a" and "c".
☐ e. Don't know.

17. On a scale of 1 to 5, with 5 being the most satisfactory and 1 the least, please circle the number that most closely reflects your opinion of the quality and timeliness of the interaction you have had with the Office of the Court Interpreter over the past 12 months.

- A. Through OCI secretary
Very unsatisfactory 1 2 3 4 5 Very satisfactory
- B. Through OCI administrator
Very unsatisfactory 1 2 3 4 5 Very satisfactory
- C. Through OCI interpreters
Very unsatisfactory 1 2 3 4 5 Very satisfactory

18. The timeliness of court interpreter service over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

19. The accuracy of court interpreter service over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

20. The overall effectiveness of the service provided by the Office of the Court Interpreter over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

21. Please identify your suggestions to improve the timeliness of the interpreter service. (Check all that apply.)

- ☐ Designate set courtroom time periods for matters that require an interpreter;
- ☐ Limit interpreter matters to specific days;
- ☐ Limit the number of courtrooms in which interpreter matters are heard;
- ☐ Implement a local rule relating to the circumstances under which interpreters are appointed;
- ☐ Tighten up on determination of need for interpreter;
- ☐ Hire more court interpreters;
- ☐ No improvement necessary;
- ☐ Other (Please specify: _____

_____)

22. Please identify your suggestions to improve the accuracy of the interpreter service. (Check all that apply.)

- ☐ Provide information on court access concerns of a culturally diverse population;
- ☐ Require state certification of court interpreters;
- ☐ Train more court interpreters;
- ☐ No improvement necessary;
- ☐ Other (Please specify: _____

_____)

23. Please list your suggestions to improve the overall effectiveness of the operation of the Office of the Court Interpreter. _____

Yes, I would like a copy of the survey results. Please send them to: _____

PLEASE RETURN FORM BY DECEMBER 7 TO

**SARAH SHEW
JUDICIAL SERVICES ADMINISTRATOR
OFFICE OF THE COURT INTERPRETER
WEST COURT BUILDING, 6TH FLOOR
506-7877**

PROBATION OFFICER QUESTIONNAIRE

The following survey is an attempt to evaluate the service currently provided by the Office of the Court Interpreter and is directed to adult probation officers responsible for pre-sentence investigations with interpreter cases in the criminal divisions in the Superior Court of Maricopa County, Arizona. Please complete and return the survey by December 7. Survey results will be available upon request.

2 ~~1~~ Which best describes your perception of the court interpreter role? (Check only one response.)

- ☐ The interpreter uses the closest equivalent possible in both languages, to interpret the meaning of the words that are spoken in one language into another;
- ☐ The interpreter searches for words in both languages that he/she thinks the non-English speaker and the other party can understand, not always the equivalent of what has been spoken;
- ☐ The interpreter removes false starts, grammatical errors and expletives for a clearer statement for the record;
- ☐ The interpreter provides a third-person explanation of what is happening in court to the non-English speaker plus his/her perception of what the non-English speaker is saying.
- ☐ Other (Please specify) _____

4 ~~2~~ Which best describes how you know that the defendant understands the language used by the court interpreter? (Check only one response.)

- ☐ The flow of words between the defendant and the interpreter is uninterrupted;
- ☐ The defendant's response is consistent with the question asked;
- ☐ The expression and body language of the interpreter and the defendant indicate communication is taking place;
- ☐ You understand the interpreted language;
- ☐ You don't know;
- ☐ Other (Please specify) _____

26 ~~3~~ Within the past 12 months, please give your best estimate of the number of times your cases have been continued in court because a court interpreter was unavailable for an interview prior to a court appearance. _____

7 ~~4~~ Within the past 12 months, please give your best estimate of the number of your cases in which the services of a court interpreter have been requested. _____

8 5. During the same period, please estimate the number of your cases in which the services of a court interpreter have been used. _____

27 6. Within the past 12 months, please give your best estimate of the number of times you have used an available bi-lingual employee or family member for an interview because a court interpreter was unavailable. _____

13 7. For Adult Probation officers who appear in court, how would you characterize the courtroom conduct of the staff interpreters who have interpreted in your office and in the courtrooms in which you have appeared over the past 12 months?

- ☐ Conduct is always appropriate for an officer of the court;
☐ Conduct is usually appropriate for an officer of the court;
☐ Conduct is seldom appropriate for an officer of the court;
☐ Comments _____

15 8. Which of the following statements about Spanish family or surnames is true?
(Check only one response.)

- ☐ a. The first last name, which is the family or surname, of a Spanish speaker is the most important.
☐ b. The second last name of a Spanish speaker is the most important.
☐ c. The "true" name of a Spanish speaker should reflect both the first and the second last names.
☐ d. Both "a" and "c".
☐ e. Don't know.

17 9. On a scale of 1 to 5, with 5 being the most satisfactory and 1 the least, please circle the number that most closely reflects your opinion of the quality and timeliness of the interaction you have had with the Office of the Court Interpreter over the past 12 months.

- A. Through OCI secretary
Very unsatisfactory Very satisfactory
1 2 3 4 5
- B. Through OCI administrator
Very unsatisfactory Very satisfactory
1 2 3 4 5
- C. Through OCI interpreters
Very unsatisfactory Very satisfactory
1 2 3 4 5

18 ~~10.~~ The timeliness of court interpreter service over the past 12 months.

Very unsatisfactory

1

2

3

4

Very satisfactory

5

19 ~~11.~~ The accuracy of court interpreter service over the past 12 months.

Very unsatisfactory

1

2

3

4

Very satisfactory

5

20 ~~12.~~ The overall effectiveness of the service provided by the Office of the Court Interpreter over the past 12 months.

Very unsatisfactory

1

2

3

4

Very satisfactory

5

21 ~~13.~~ Please identify your suggestions to improve the timeliness of the interpreter service. (Check all that apply.)

- ☐ Designate set courtroom time periods for matters that require an interpreter;
- ☐ Limit interpreter matters to specific days;
- ☐ Limit the number of courtrooms in which interpreter matters are heard;
- ☐ Implement a local rule relating to the circumstances under which interpreters are appointed;
- ☐ Tighten up on determination of need for interpreter;
- ☐ Hire more court interpreters;
- ☐ No improvement necessary;
- ☐ Other (Please specify: _____)

22 ~~14.~~ Please identify your suggestions to improve the accuracy of the interpreter service. (Check all that apply.)

- ☒ Provide information on court access concerns of a culturally diverse population;
- ☒ Require state certification of court interpreters;
- ☒ Train more court interpreters;
- ☒ No improvement necessary;
- ☒ Other (Please specify: _____)

- 23 15. Please list your suggestions to improve the overall effectiveness of the operation of the Office of the Court Interpreter.

Yes, I would like a copy of the survey results. Please send them to: _____

PLEASE RETURN FORM BY DECEMBER 7 TO

**SARAH SHEW
JUDICIAL SERVICES ADMINISTRATOR
OFFICE OF THE COURT INTERPRETER
WEST COURT BUILDING, 6TH FLOOR
506-7877**

I

OFFICE OF THE COURT INTERPRETER
111 South Third Avenue
6th Floor
Phoenix, Arizona 85003
506-3494

MEMORANDUM

TO:

FROM: Sarah Shew

DATE: December 22, 1992

RE: Evaluation of Office of the Court Interpreter

I'm pleased to report that I've received responses from 76% of the bailiffs to whom evaluation forms were sent. Would you help to make it 100%? In case the form has been misplaced, another is attached to this memo. Please take a few minutes to complete it and return it to me.

Thanks for your help.

srs

J

JUDICIAL HEARING OFFICER QUESTIONNAIRE

The following survey is an attempt to evaluate the service currently provided by the Office of the Court Interpreter and is directed to all judges and commissioners in the criminal divisions in the Superior Court of Maricopa County, Arizona. Please complete and return the survey by December 7. Survey results will be available upon request.

1. Which best describes how you know that the defendant needs an interpreter?
(Check only one response.)

- 1 ☒ Independent judicial evaluation of the facts (e.g., defendant responds in English to inquiry by the hearing officer that he has attended four years of high school in the United States);
- 2 ☐ Request by defendant or counsel for interpreter;
- 3 ☐ Defendant responds affirmatively to the foreign language equivalent of "Does anyone else in the courtroom not speak English?";
- 4 ☐ Interpreter is in court, interpreting for defendant in a language to which defendant responds;
- 5 ☐ Other (Please specify) _____
-

2. Which best describes your perception of the court interpreter role? (Check only one response.)

- 1 ☒ The interpreter uses the closest equivalent possible in both languages, to interpret the meaning of the words that are spoken;
- 2 ☐ The interpreter searches for words in both languages that he/she thinks the non-English speaker and the other party can understand, not always the equivalent of what has been spoken;
- 3 ☐ The interpreter removes false starts, grammatical errors and/or expletives for a clearer statement for the record;
- 4 ☐ The interpreter provides a third-person explanation of what is happening in court to the non-English speaker plus his/her perception of what the non-English speaker is saying to you.
- 5 ☐ Other (Please specify) _____
-

3. Is it your usual practice to call calendared matters requiring a court interpreter immediately once all parties are present?

- 1 ☒ Yes
- 2 ☐ No
- 3 ☐ Other (Please specify)

4. Which best describes how you know that the defendant understands the language used by the court interpreter? (Check only one response.)

- 1 ☐ The flow of words between the defendant and the interpreter is uninterrupted;
2 ☒ The interpreter's response is consistent with the question asked;
3 ☐ The expression and body language of the interpreter and the defendant indicate communication is taking place;
4 ☐ The hearing officer understands the interpreted language;
5 ☐ You don't know;
6 ☐ Other (Please specify) _____

5. When all participants are ready to appear before the court on a matter requiring an interpreter but no court interpreter is present, what do you do? (Check all that apply.)

- 1 ☒ Reschedule for another date;
2 ☒ ~~Arrange to~~ call the Office of the Court Interpreter and wait;
3 ☐ Use another Spanish speaker;
4 ☒ Arrange to page the interpreter directly and wait;
5 ☐ Ask defendant in English to waive the interpreter and proceed;
6 ☐ Ask counsel to waive the interpreter and proceed;
7 ☐ Other (Please specify) _____

6. What do you do when, at the hearing at which defendant or witness is to appear, counsel requests a court interpreter for that defendant or witness? (Check only one response.)

- 1 ☐ Grant the request and reset;
2 ☐ Deny request as untimely and reset;
3 ☐ Deny request as untimely and proceed without interpreter;
4 ☐ Grant the request, call for an interpreter, and proceed when interpreter arrives;
5 ☒ Other (Please specify) First, determine that an interpreter is required,
then call for an interpreter

7. Within the past 12 months, please give your best estimate of the number of hearings in which your division has requested the services of an interpreter.

50+

8. During the same period, please estimate the number of hearings in which your division has used the services of an interpreter. 1000s +

9. Within the past 12 months, please give your best estimate of the number of times counsel has challenged an interpreted rendition in your courtroom. never

10. During the same period, please estimate the number of times you felt that the interpreted rendition should be challenged. never

Briefly describe the situation[s], the court's ruling and the language:

11. Within the past 12 months, please estimate the number of times cases in your courtroom requiring a court interpreter have been continued because a court interpreter was unavailable. 300+ since 4-92

12. Within the past 12 months, please estimate the number of times you have used an available bi-lingual employee, lawyer or family member because a court interpreter was unavailable. Thousands - but not in court, on the record.

13. How would you characterize the courtroom conduct of the staff interpreters who have interpreted in your courtroom over the past 12 months?

1. ☐ Conduct is always appropriate for an officer of the court;
2. ☒ Conduct is usually appropriate for an officer of the court;
3. ☐ Conduct is seldom appropriate for an officer of the court;
4. ☐ Comments _____

14. How would you characterize the courtroom conduct of the interpreters of a language other than Spanish who have interpreted in your courtroom over the past 12 months?

- 1 ☐ Conduct is always appropriate for an officer of the court;
2 ☒ Conduct is usually appropriate for an officer of the court;
3 ☐ Conduct is seldom appropriate for an officer of the court;
4 ☐ Comments _____

15. Which of the following statements about Spanish family or surnames is true? (Check only one response.)

- 1 ☐ a. The first last name (which is the family or surname) of a Spanish speaker is the most important.
2 ☐ b. The second last name of a Spanish speaker is the most important.
3 ☒ c. The "true" name of a Spanish speaker should reflect both the first and the second last names.
4 ☐ d. Both "a" and "c".
5 ☐ e. Don't know.

16. Where do court interpreters fit into the judicial system administratively? (Check only one response.)

- 1 ☐ Interpreters are employees of a county agency (e.g. Clerk of the Court) which sends them to the divisions of the court to provide a service to the bench.
2 ☐ Interpreters are employees of a court office which sends them to the divisions of the court to provide a service to the bench.
3 ☐ Interpreters are retained by counsel.
4 ☒ Other. Question is ambiguous. If you mean the OCI, the first selection is appropriate.

17. On a scale of 1 to 5, with 5 being the most satisfactory and 1 the least, please circle the number that most closely reflects your opinion of the quality and timeliness of the interaction you have had with the Office of the Court Interpreter over the past 12 months.

A. Through OCI secretary

17.1 Very unsatisfactory 1 2 3 4 5 Very satisfactory

B. Through OCI administrator

17.2 Very unsatisfactory 1 2 3 4 5 Very satisfactory

C. Through OCI interpreters

17.3 Very unsatisfactory 1 2 3 4 5 Very satisfactory

can reach recording only

18. The timeliness of court interpreter service provided your court over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

19. The accuracy of court interpreter service provided your court over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

20. The overall effectiveness of the service provided by the Office of the Court Interpreter over the past 12 months.

Very unsatisfactory Very satisfactory
1 2 3 4 5

By effectiveness, if you mean when present, then

21. Please identify your suggestions to improve the timeliness of the interpreter service provided your court. (Check all that apply.)

- ☐ Designate set time periods for matters that require an interpreter;
- ☐ Limit interpreter matters to specific days;
- ☒ Limit the number of courtrooms in which interpreter matters are heard; - remove civil & jail court
- ☐ Implement a local rule relating to the circumstances under which interpreters are appointed;
- ☐ Tighten up on determination of need for interpreter;
- ☐ Hire more court interpreters;
- ☐ No improvement necessary;
- ☒ Other (Please specify: Provide management adequate to either cancel vacations and leave during periods of illness or use budget to substitute contract interpreters.)

22. Please identify your suggestions to improve the accuracy of the interpreter service provided your court. (Check all that apply.)

- ☐ Provide information on court access concerns of a culturally diverse population;
- ☐ Require state certification of court interpreters;
- ☐ Train more court interpreters;
- ☐ Increase educational and training opportunities for interpreters in Arizona;
- ☒ No improvement necessary;
- ☐ Other (Please specify: _____)

23. Please list your suggestions to improve the overall effectiveness of the operation of the Office of the Court Interpreter.

Pull the OCI out of all civil & OR & Probate matters. Pull out of jail court & turn it back to PSA. Staff JCFC every day of the week since that court function results in plea agreements & fewer subsequent demands on OCI. Mgt. should be willing to ~~cancel~~ cancel leave when necessary to maintain staffing levels, or use budget to bring in contract interpreters.

Yes, I would like a copy of the survey results. Please send them to: _____

2 why? Prospects of change are not great.

PLEASE RETURN FORM BY DECEMBER 7 TO

SARAH SHEW
JUDICIAL ADMINISTRATOR
OFFICE OF THE COURT INTERPRETER
WEST COURT BUILDING, 6TH FLOOR
506-7877

K



APPENDIX K
TELEPHONE SURVEY

COURT INTERPRETATION TELEPHONE SURVEY

Site: _____

(full official name of the court)

Contacts: (list all who participated in the interview)

Name: _____ Title: _____ Tel.No. _____

Name: _____ Title: _____ Tel.No. _____

Name: _____ Title: _____ Tel.No. _____

Name: _____ Title: _____ Tel.No. _____

1. What is the most common language requiring an interpreter in your court?

___ Spanish

___ LUL Specify _____

2. Are interpreter services managed by an interpreter?

___ yes

___ no

3. Does your court employ salaried interpreters?

___ yes

___ no [if "NO" , go to question7]

4. How many salaried interpreters on staff?

4a. What languages?

5. Please describe what kind of training is given to staff interpreters prior to courtroom assignment.

5a. Who does the training?

5b. Please describe the written materials that are used?

- 5c. How long does the training last?
- ☐ number of hours
 - ☐ number of days
 - ☐ number of weeks
6. What do you do about evaluating performance of staff court interpreters?
7. In general, what does your court do when a court interpreter is needed?
- 7a. Each judge/courtroom works more or less independently to secure interpreters (totally decentralized):
- ☐ yes
 - ☐ no
- 7b. There is a clerical type person who keeps lists of people to assist courtroom personnel in locating an interpreter and who processes vouchers, but otherwise each judge/courtroom functions independently (mostly decentralized):
- ☐ yes
 - ☐ no
- 7c. There is someone in a supervisory or administrative role in charge of court interpretation (centralized).
- ☐ yes
 - ☐ no
8. How do court officials locate qualified interpreters?
9. What kind of training is done for freelance interpreters prior to courtroom assignment?
10. What do you do about evaluating performance of freelance court interpreters?

11. Does your state certify interpreters?

☐ yes
☐ no

11a. If so, what languages?

☐ Spanish ☐ Other (List)

11b. If not, does your office give a test to determine interpreter qualifications prior to hire?

☐ yes
☐ no

11c. If yes, describe.

12. Is there a code of ethics for interpreters that is recognized or required by the court for its interpreters?

☐ yes
☐ no

13. Does your court keep statistics about the number of interpreter appearances in a year?

☐ yes
☐ no

13a. If yes, may I have a copy?

☐ yes
☐ no

14. Do you have an ongoing program of education for bench and bar relating to court interpreters?

☐ yes
☐ no

15. One of the interpreter scheduling issues in this court is wasted "chasing around" time -- manifested in several ways. For example, (explain a wasted trip).

15a. Is this an issue in your court?

☐ yes

☐ no

16. Is there a procedure observed by judges with regard to determining that a defendant needs an interpreter?

☐ yes

☐ no

16a. If you have a local rule or statute on the subject, may I have a copy?

☐ yes

☐ no

17. Is there a judge who has a special interest in court interpretation?

☐ yes

☐ no

18. Who should I talk to about financial matters? Specifically:

19. How are rates/fees for contract or per diem interpreters determined?

19a. Contract rates/fees.

19b. Per diem rates/fees.

19c. Who sets them or how are they established?

☐ individual judge approval on a case-by-case basis

☐ court rule

☐ administrative policy

☐ statute

☐ other

20. What are the rates for?

- ☐ Spanish
- ☐ Other Foreign Language
- ☐ Gestural

21. If the court employs salaried interpreters, what are the salary ranges for:

Supervisor/Coordinator: _____

Staff Interpreters: _____

22. Does your court charge a user fee for interpreters?

- ☐ yes
- ☐ no

22a. If yes, how much and what is the rate based upon?

22b. What type of case?

22c. Under what circumstances?

23. What was the court's total expenditure for court interpretation services for the last completed fiscal year?

23a. If that information is not available now, is it possible for someone to either call me back or mail it to me?

- ☐ yes
- ☐ call ☐ mail
- ☐ no

23b. What is the name and phone number of the person who would be sending the information?

Name: _____

Phone Number: _____

(In the event no one can answer the above question, try this alternative:)

23c. In general, how is the service funded?

23d. Who pays attention to the cost?

TELEPHONE SURVEY PARTICIPANTS

- A = Detroit Records Court
Teresa Plotzke, Account Services Supervisor
(313) 224-2764
George Gish, Court Administrator
(313) 224-2506
- B = Circuit Court, Criminal Division (Milwaukee)
Bob Erdman, Supervisor
(414) 278-4538
Rachel Ayala, Clerk 3 bilingual (same phone)
Karen Surgess
(414) 278-4138
- C = 17th Judicial Circuit Court (Ft. Lauderdale)
Lisa Beeterman
Senior Court Receptionist
(305) 357-7740
Steve Martin, CPA
(305) 357-7732
- D = Circuit Court of Cook County (Chicago)
Cristina Ruiz
Director of Interpreter Dept
(312) 890-3210
note: wants results of OCI study
- E = Cuyahoga County Court of Common Pleas
Cleveland, Ohio
Bill Danko, Court Administrator
(216) 443-8560
- F = D.C. Superior Court
Connie Llandro, Coordinator
(202) 879-4828
Frederick Beale, Clerk of Court
- G = Dade County (Florida)
Sandy Longergan
Supervisor of Interpreters and Translators
(305) 547-7859
Syed, (305) 375-5278
Phil Clark, Fiscal Director (305) 375-4630
- H = Fourth Judicial District, Minneapolis
Nancy Windsor, Admin Asst (612) 348-5556
Don Pugh (612) 348-5025
- I = Philadelphia Court of Common Pleas
Frank A. Rivera, Court Administrator I
(215) 686-4291
Ron Sabloski 686-7978

J = Second Judicial District Court (Albuquerque)
Thomas Ruiz
Court Administrator
(505) 841-7425
Deborah Albrycht
Assistant Accountant
(505) 841-7467

K = Harris County Commissioner Courts (Houston)
Bob Wessels
(713) 755-5394

L = Orange County Superior Court (California)
Tom Barr
Coord of Court Reporters & Interpreters
(714) 834-5323

M = San Diego Superior Court
David Yamasaki
Criminal Operations Manager
(619) 531-3659

N = District Court (Denver, CO)
Isabelle Houlbregue -- runs interpreter operation for limited
jurisdiction trial court but provided info on district court
operation -- which is not centralized.
(303) 640-5970
Kelly Tee
Staff Assist (Dist Ct)
(303) 640-2670

O = King Co. Superior Court
Seattle, WA
Martha Cohen
Interpreter Coordinator
(206) 296-9358
Jim Cantu
(206) 296-9384

1. Most common language requiring interpreter:

A = Spanish
B = Spanish
C = Spanish (next is Haitian)
D = Spanish
E = Spanish
F = Spanish
G = Spanish (next is Creole, next Russian)
H = Spanish
I = Spanish
J = Spanish
K = Spanish
L = Spanish
M = Spanish
N = Spanish
O = Spanish

All 15 responded: Spanish

2. Are interpreter services managed by interpreter?

A = yes [but not on staff]

B = yes [if "managed" defined as "oversees"]

C = no [supervised by senior court receptionist]

D = no [supervisor no longer an interpreter; was first interpreter hired 18 years ago]

E = No

F = yes

G = No

H = no

I = yes

J = no

K = no

L = no

M = yes

N = no

O = yes

6 yes; 9 no

3. Does your court employ salaried interpreters?

A = no
B = yes
C = yes
D = yes
E = No
F = no
G = yes
H = no
I = yes
J = no
K = no
L = no
M = yes
N = no
O = yes

7 yes, 9 no

4. How many salaried interpreters on staff?

B = one

C = three full time

D = 29

G = 37

I = 6

M = one at main location, 1 in South Bay, 2 in North County --
total, 4

O = 2, including manager

4a. What languages?

B = Spanish

C = 2 Spanish; 1 Creole/Haitian

D = 22 Spanish, 5 Polish, 2 ASL. Also have "staff" of per
diems who get paid half-day/full-day. Some work 5-7 days per week.
Mostly Spanish and Polish. 175 people, 40 languages.

G = Spanish, Creole, no ASL

I = Spanish. Others hired per diem. Contract with Berlitz
etc.

M = Spanish

O = Spanish

5. What training given to staff interpreters prior to courtroom assignment?

B = none

C = none; hire people who are experienced in legal field

D = Limited Eng/Sp, Pol/Eng exam. 2 day orientation. Take notes.

G = 6-8 weeks training, implemented by Supervisor. Week 1: assign "mentor", evaluate progress; Week 2, observation; Week 3, county court, traffic; Week 4, misdemeanor court; week 5, depositions/interviews; week 6, felonies, evaluate progress. Then jury trial training.

I = Most have prior experience. Pass written exam. Pass oral exam. Get put on list. 2 week training. Interpreter manual. Observe other interpreters.

M = Undergo an orientation process re court, judges' expectations, training on how to interpret.

O = Years of prior experience.

5a. Who does training?

D = an interpreter.

G = trainer -- trained by supervisor.

I = Frank Rivera

M = Staff interpreters w/experience.

O = Martha Cohen, interpreter coordinator

5b. Describe written materials used.

D = orientation package. 5-6 sessions ss(3 hrs each) to go over simultaneous and consecutive. DePaul University working on a training program -- still in progress.

G = vocabulary, courtroom behavior, ethics.

I = terminology. Latino lawyers helped with manual, includes ethics of interpreters, interpreter techniques, dos and don'ts.

M = Handout -- common phrases

N = on family law, civil; procedure; vocabulary; guidelines

5c. How long does training last?

G = 6-8 weeks.

I = two weeks. More like observation. Again, already experienced.

M = hours

O = ongoing

6. What about evaluating performance of staff court interpreters?

B = It isn't evaluated. Supervisor does not evaluate interpreter skills.

C = Done as employee performance evaluation.

D = Since there is no supervision in the courtroom, we get recommendations from judges and lawyers who let office know about problems. County does not allow evaluations for any county employees.

G = Rely on judge feedback for interpreters in branch courts. Spot check, watch. Supervisor is tri-lingual. English -- demeanor -- defendant conduct.

I = Standard evaluation form -- technicality to see that they get their raises. Job performance as employees only; no courtroom observation.

M = Don't evaluate their performance. But judges are very involved in ensuring they perform effectively.

N = Work closely together. Observe. Oversee translations. Discussion, responses/comments from others.

7. What to do when interpreter needed?

7a. Totally decentralized

K = yes

N = yes. Note: interpreter usually assigned when case bound over from county court and stays w/case throughout.

7b. Mostly decentralized

7c. Centralized.

A = yes. Courtroom clerks fill out a form, send to Teresa who calls an interpreter.

B = yes

C = yes. 24 hour notice requested (but not required)

D = yes. Staff covers main court. Other court buildings -- with lesser volume -- get per diems. Take down address, defendant's name, number, date interpreter needed, language, time needed, special arrangement notes (e.g. deaf but no ASL). Keep hand written journals with all information noted above. Not computerized.

E = yes. Court Administrator.

F = yes

G = yes. Call when ready for interpreter. Go by the numbers. Keeps volume of appearances equal. (107,000 appearances in a year). Blind rotation system by numbers.

H = yes.

I = yes. Court criers call when they're ready. Keep a log re time of call and case disposition. 2nd log keeps track of when interpreters arrived in court, when they left, numbers of people interpreted for.

J = yes

L = yes

M = yes. Centralized regionally. All claims forms processed by downtown location -- to avoid overpayment. Note: in midst of coordinating county-wide compensation policy. Will keep limited/general jurisdiction courts from overpaying -- applies to courts only. Note: there is a coordinator of interpreter services for each branch court.

O = yes.

8. How to locate qualified interpreters?

A = Use "Worldwide Interpreter Services" -- also get referrals from other courts.

B = Don't know. Will refer calls for languages other than Spanish to an agency, agency takes it from there.

C = Hire based on experience or certification.

D = Rely on work and educational background for languages other than Polish and Spanish.

E = Rely on language services for ethnic languages; rely on Deaf Services for ASL; use probation officers to interpret Spanish.

F = State Department or federally certified list

G = Get qualified applicants; testing procedures to ensure applicants are qualified.

H = By list. Has regulars for Spanish, Vietnamese, Laotian. If needed, call a professional service. One service on contract for hearing impaired. Asks about credentials for new ones. One Spanish interpreter on contract with courts. \$35 an hour. No benefits.

I = Announcement in community (newspapers, word of mouth) re opening applications. Written test given by Personnel. If they pass written, panel of Personnel, supervisor and professional bilingual -- gives oral exam. Like mock trial. May start using New Jersey exam.

J = Use a list of 5 state certified interpreters used all the time. On contract. Use a back-up (out-of-city) list of certified.

K = "Certified interpreters" are in great demand. Use two private agencies of language services, which understand court's need.

L = Have contract with certified independent per diems, with an agency plus a back-up list.

M = Use lists of certified Spanish interpreters. Exotic language list of people who have demonstrated evidence of being versed in that languages. Each coordinator maintains same list of exotic languages.

N = Some use agencies for seldom-used languages.

O = OCI has language bank -- after screening, conducting orientation, etc.

9. What training done for freelance prior to court assignment?

A = None. Depends on service used to provide training.

C = Our full time experienced interpreters act as mentors and provide courtroom orientation, answer questions.

D = Same as for full time staff.

E = none

F = Unique in that they are fully trained as conference interpreters when they come to court. Monterey or Georgetown graduates.

G = None. competence assumed. Preliminary interview of background beforehand. Won't use them again if they're not good.

H = None. Some of the agencies require training and language competency courses.

I = Not under Frank's jurisdiction. They get no training. Court Admin. schedules and pays.

J = AOC in Santa Fe in charge of written/oral certification. No training provided.

K = Up to agencies. Note: Eta Trabing did curriculum for one of agencies; still short of standards.

L = None required; depend on certification

M = same as for staff.

N = none.

O = Spanish freelance already trained. For others, there are workshops through Washington Interpreters & Translators Society -- very active -- though a small group. 130 members, in state. Provides programs to members. Have also done programs w/other interpreter associations. For some, first step is to assess English skills, then work one on one with those with little experience.

10. What do about evaluating performance of freelance?

A = Courtroom clerks report poor performance.

C = Nothing.

D = Time sheets. Punctuality. Dependability. Willing to travel. Turns paperwork in on time. Skill level evaluated by supervisor -- observation/conversation. Normally would not hire full time interpreter who hasn't been a per diem.

E = nothing.

F = not applicable given qualifications, but does review complaints.

G = Go and watch first time; feedback from "trainer"

H = County on judges/supervisors to let coordoinator know if there's a problem.

I = nothing.

J = Nothing formal. Rely on feedback from judges, lawyers and parties.

K = Unless someone raises objections or points out errors, nothing.

L = Depend on feedback from individual courts; a "regular" may work with someone off an auxiliary list -- would supply feedback.

M = we don't -- will hear if there is a complaint.

N = nothing.

O = Observation, discussion/critique w/interpreters, get evaluative comments from those for whom they work. Consistent follow-up. constant networking.

11. Does your state certify interpreters?

A = no
B = don't know [staff interpreter not certified]
C = no (federal certification only)
D = no. Has presented Bill twice -- vetoed by previous governor. Fear additional cost for state. hasn't done it yet with new governor but plan to do so.

E = no

F = no

G = no, not yet.

H = no. Being looked at by Minnesota Supreme Court.

I = no

J = yes

K = no

L = yes

M = yes

N = no

O = yes

11a. If so, what languages?

J == Spanish, some American Indian languages, ASL

L = Spanish; Vietnamese, Tagalog, Arabic, Cantonese, Japanese, Korean, Portuguese

M = Spanish, Arabic, Cantonese, Japanese, Korean, Portuguese, Tagalog, Vietnamese

O = Spanish, Vietnamese, Lao, Cantonese, Korean, Cambodian

11b. If not, do you give test to determine qualifications prior to hire?

A = no

B = no [Interpreter first gained experience through interpreter appearances in traffic court]

D = yes. english/Polish/Spanish

F = no

G = yes.

H = no.

I = yes.

K = depend on private agencies. Note: Pretrial Service Agency has formal standards for interpreters.

N = no staff. doesn't apply.

11c. If yes, describe.

G= Written test, patterned somewhat after federal. 2.5 hours: vocabulary, comprehensive, translation -- to find out skill level.

12. Code of ethics required by court?

A = no

B = no

C = no

D = no. Informal, formed in OCI. Not in writing.

E = no

F = yes

G = no. But they are asked by OCI to follow a code of ethics.

H = no. ASL are certified and do have a code of ethics. Assumes the people used are objective and neutral and accurate. Code exists, but not spelled out on a form for them to sign off on.

I = no. Part of the manual -- OCI mgmt cares, but court doesn't.

J = no. There may be something at certification level.

K = no

L = no

M = no. There is a state code of ethics interpreters are expected to live up to -- may not re-hire. Note: Per diems have to "try out" for first session; won't reuse if they don't "pass."

N = no

O = yes. Stressed in orientation and manual. There is an interpreter ethics committee of judges -- 3 to 4 judges.

8 flat no; 2 formal yes; 5 informal yes

13. Keep statistics re number of appearances?

A = There are computer print-outs of interpreter payments.
B = don't know
C = yes [haven't done annual calculation]
D = yes [60,000 court appearances. 4 clerks to do paperwork, take calls. Process vouchers for per diems.]
E = keep track of pay vouchers and probation officers keep a log of Spanish appearances
F = yes
G = yes. 107,000 plus. Central office only. 156,000 county wide.
H = Thinks so. Uses 3-10 interpreters a day. About 2200 appearances a year, slight increase from year before.
I = not officially. Frank keeps them for his own use.
K = no
L = no
M = no. However, can report on how much \$ paid an interpreter -- by interpreter or for particular language -- broken down by region, by half days, by full days.
N = no
O = yes. Coordinator keeps some statistics. Every case has a card. Uses a log. Has no computer. Does not keep same records for Spanish -- just not enough time. Keeps only arraignment date, first hearing date, trial date, sentencing date -- on cards. Plus tickler file. Spanish cases are in appointment book. Other languages are on cards plus on large wall calendar.

13a. If yes, may I have copy?

D = yes
F = [have written to Clerk of Court to request copy]
G = no.
H = yes..
I = no, not in a form easy to share -- in logs.
J = no, but can determine from payment histories
O = no.

14. Ongoing program of education for bench and bar?

A = no

B = no

C = no

D = no. Was invited by judges association this year for first time, but few judges attended session (50 out of 300-400).

E = no; one-on-one, given limited demand.

F = yes. Seminars, training; committees re ethics and cross-cultural communication.

G = no. Trying to start one.

H = no.

I = no. Judges meet twice a year; oci never has been invited to speak.

J = no

K = no

L = no

M = no

N = no

O = yes. Presentations for PDs, prosecution, bar associations, meetings w/family law judges, etc. Includes ethics. Handouts. Judges conferences statewide.

2 of 15.

15. Is wasted "chasing around" time an issue?

A = yes

B = yes

C = yes

D = yes and no. Their interpreters are on rotation. To avoid bias. Too familiar -- forget about ethics. Too friendly with PDs. Rotate every month. Assign by buildings. There are 8 major courts in the county. 8 assigned to traffic court. 2 at larger branch courts. When courtroom is ready, they page on beepers. There are still judges who will not wait.

E = no

F = no. All requests come to coordinator. All action in one building. Supply interpreters to court appearances only; no interviews. Civil, DR etc as long as informa pauper is including civil. Also in DR when violence has occurred. And juvenile.

G = no. Wait for call in, then send. Same with interviews. Interpreter may not wait more than 10 minutes. Use them or lose them.

H = no. OCI gets billed when it provides an interpreter but appearance continued.

I = no. Doesn't send interpreters til case is ready -- they don't wait in courtrom unless judge orders it.

J = no. Lawyers schedule interpreters, not judges. If they don't cancel the day before, they are billed.

K = yes

L = yes

M = no. All assignments are handled by one coordinator -- dispatch system with communication between interpreter coordinator and interpreters.

N = yes.

O = no. Not responsible for juvenile or mental health. In one building only. Get calendars the day before. 150 felony cases. Take interpreter cases out of order. Impress on counsel to be there on time. Let judge/bailiff know their schedules.

Mixed -- 6 yes, 1 yes and no, 8 no.

16. Is there procedure judges use re determining defendant needs interpreter?

A = Lawyer makes request.

B = No. If judge is uncomfortable with defendant's language skill or if defendant is uncomfortable with defendant's language skill, judge will order interpreter.

C = no

D = Judge decides based on any criteria.

E = no. Counsel requests interpreter for client. If any doubt, interpreter will be supplied.

F = no. Just request made by attorney. OCI takes it at face value.

G = no. They either ask defendant if they need an interpreter, or defendant asks for one. "Constitution requires us to provide interpreters when asked to do so."

H = no. Determination of need at jail or at public defender eligibility interview.

I = no. Defendant asks.

J = no. Counsel asks.

K = yes. Will ask the defendant, or have a bilingual ask defendant. Note: court often appoints Spanish-speaking counsel.

L = Counsel asks for defendant, or judge/staff requests interpreter

M = No local rule. Statute re appointment for witnesses: Evidence Code § 752. Appointment usually at defense attorney request.

N = no

O = no procedure. Lawyer asks for interpreter. Error on side of appointing interpreter.

16a. If local rule/statute, may I have copy?

A = Don't know if there is one.

B = don't know if there is one.

D = Statute. Law says it's up to discretion of judge. Will send copy.

E = no. Statute on interpreter oath only.

F = yes. DC has its own Interpreters Act.

G = no. "In U. S. Statute Codes"

H = yes.

I = case law. Don't know if there is a local rule or statute. Probably not.

J = don't think there is one. There is local rule re presence of interpreter at arraignment. Local Rule No. 4 re civil; also criminal: contract court administrator one week in advance.

K = Code of Criminal Procedure Article 3830. Court's own motion; don't have to wait for defendant to ask.

L = California Government Code says they have right to interpreter

O = statute re appointment of interpreters. 2.43.

17. Is there a judge w/special interest in court interpretation?

A = no

B = all are interested

C = no

D = yes. Usually those who have an interest want an interpreter in their courtroom all the time. Some however will order interpreters to sit there and wait....

E = no.

F = yes. Judge Ricardo Urbina -- instrumental in having office created 6.5 years ago. Supportive.

G = no

H = no, not any more. Judge Albrecht had an interest. (612) 348-2560.

I = Judge Nelson Diaz, supportive.

J = no

K = yes.

L = yes, for hearing impaired

M = no.

N = yes. Judge Erving Ettenberg. Speaks nationally. Instrumental in county certification.

O = several -- maybe 75%

7 of 15 did not.

19. How are rates/fees for contract/per diems determined?

19a. Contract rates/fees

19b. Per diem rates/fees

19c. Who sets rates or how established?

1) individual judge approval case-by case

[D -- weekly basis. If forced to get interpreter from agency, cost is high. Judge signs pay vouchers.]

2) court rule

3) administrative policy

[A]

[C]

4) statute

[C]

[K = As of last year, statute said no more than \$100 per day. Amended: \$100 per hearing for probable cause, no per defendant fee]

5) other

[B -- county policy followed by all courts in the county]

[C -- county commissioner]

[E = negotiate with court administrator]

[F = adopted federal rates used by U. S. courts]

[H = Court Administrator has some leeway to negotiate]

[I]

[J = set through AOC in Santa Fe -- statewide guideline.]

[L = contract negotiated between Superior Court Administration and individual and/or agency]

[M = Set at meeting with municipal and superior courts]

[N = Supreme Court of Colorado, Office of Chief Justice.]

[O = set by Audit/Budget committee, approved by P.U., Court Administrator, etc.]

20. What are rates for
- 1) Spanish
 - 2) other foreign languages
 - 3) gestural

A = \$75 for half day; \$150 full day. Half day minimum. Same rate for all languages.

B = \$35 for half day, \$70 for full day for all languages except gestural. Gestural staffed by a county Office of the Handicapped.

C = Spanish \$25 per hour; Creole \$30 per hour; other \$50 per hour. If using an agency, follow their established rates.

D = \$50 for half day, \$100 for full day. Regulars can count on \$500 per week. No benefits. Get paid half day if work only 5 minutes. Each voucher contains equivalent of order of appointment, i.e. petition. Weekly assignment. This verifies hours interpreter was in court. Keeps judges involved. Makes judges aware of interpreter service provided and cost.

E = Flat \$350 "contract" with Spanish speaking probation officers. \$40 per hour gestural, with no minimum. In general, \$15 to \$40 per hour.

F = \$200 to \$250 per day. different rates for different certificates. Gestural coordinated by Clerk of the Court -- adjacent but separate office.

G = negotiated. \$25 an hour Spanish. Only the hours used. \$30 for Creole. French and German and Portuguese \$30. Other \$50. \$85-90 K'Anjobal. ASL \$45 an hour, minimum 2 hrs. No control over ASL rates. No per diem rate. Pay for hours used.

H = \$30 an hour to \$45. Russian \$100 per call. Minimum 2 hours. Sign: \$40 per hour, 2 hr. min. No half day or full day rate.

I = Every year agencies submit a proposal reviewed by Law Dept, sets aside \$\$ per year and draws against it. \$50 per hour. Only minimum is with ASL, min. 2 hours.

J = \$18 per hr, \$50 guarantee -- for all certified. ASL from \$10.50 to \$25 (for legal specialist) per hour, with 2-hr min.

K = same for all languages

L = all same except for exotic languages from another county. \$176.40 full day, \$106.20 half day. \$141.30 between 4 and 6; over 8 hours: \$22.50 per hour or portion thereof.

M = same for all languages. If difficult to obtain interpreter in county and have to resort to interpreter out of county, have authority to work out travel and other fee arrangements. \$150 full day; \$94 half day.

N = \$25 per hour. Divided into quarters. Minimum one hour. Plus mileage, etc and travel time at half rate.

O = \$40 per hour for certified; \$30 for noncertified. Does not include parking, meals, etc. One hour minimum.

21. If court employs salaried interpreters, what are salary ranges

for supervisor/coordinator:

B = gets paid for hours worked.

M = \$29,598 to \$35,963. However, no coordinator on staff -- have designated coordinators instead.

for staff interpreters:

C = \$20,782 to \$30,849 with 5% increase per year

D = \$23,000 to \$30,000

G = Supervisor hired by state; salary comparable but benefits different. Staff interpreters paid \$9.01 per hour plus fringes, max at \$13 an hour. Same as county employees. Staff making \$141,000 per year.

I = \$22,272 plus 6% inc to \$24,364 plus 6% increase. After 3 yrs, \$625 increase. After 10 yrs, \$825 increase. After 15 yrs, \$1025 increase.

M = \$26,790 to \$32,572.

N = no info

O = \$36,000 to \$37,000

22. Does your court charge user fee?

A = no

B = no

C = no

D = no

E = no

F = no

G = no. For divorce work parties provide their own interpreters, paid for from settlement. Unless defendant is indigent or lawyer is court-appointed or public defender, OCI does not do the work. If counsel is privately retained, OCI does in-court work only. Interviews provided by private counsel.

H = no. Provide interpreters only for court appearances in all courts, including conciliation and domestic abuse and for job interviews with the court.

I = no.

J = no. Only provide interpreter when defendant indigent. Private attorney pays and schedules interpreters independently themselves at what the market will bear.

K = no

L = no

M = no. In civil cases, parties arrange for interpreters on their own. Same in criminal if defense counsel speaks to client outside the 8-5 hours or outside of court. E.g., no interviews except in court or "tank."

N = no

O = no

22a. If yes, how much and what is rate based on?

22b. What type of case?

22c. Under what circumstances?

While none of the 15 charge a user fee, not all provide interpreter service to every area of the court.

23c. How is service funded?

- A = Part of Wayne County's court budget.
- B = county budget
- C = county general fund
- D = county budget -- budgeted amount is a mystery
- E = General fund, no budgeted amount
- F = Clerk of Court
- G = AOC, Court Administration office budget.
- H = Court Administration budget (\$1000 budgeted?)
- I = Part of Court of Common Pleas budget, a part of the court system.
- J = General Fund -- AOC's general fund (includes witness fees, juror costs and court-appointed lawyers. Accounting submits vouchers to AOC, AOC approves, AOC sends back to Accounting to issue check.
- K = Interpreter fund -- similar for appointed counsel
- L = General Fund
- M = Special fund for interpreters in overall court budget.
- N = Mandated costs, paid by State General Fund
- O = From line item for expert witness services/psych exams, forensic pathologists, DNA experts, investigators -- all require court approval.

23d. Who pays attention to cost?

A = Court Administrator

B = taxpayers -- info available through county budget office

C = Court Administrator

D = Office Administrators who work for Chief Judge. Supervisor reports to chief judge. Note: Office has 5 computers for translations which aren't hooked up yet. Waiting to move in Spring to larger office. Also fax and pagers and audio equipment for courtrooms. Limit services to court (juvenile, civil [only provide service for indigents in civil. All others in civil get per diem referrals paid directly by parties] DR, criminal) to defendant and witnesses, jail interviews and MH hearings. No out-of-custody interviews except in courtroom -- partly because of limited staff size, partly because interpreters become too familiar with case and form opinions. No probation. No social services.

E = Court Administrator

F = Clerk of Court

G = Budget Dept, chief judge makes the decision re whether to add staff. Note: \$12,000 paid in overtime for OCI.

H = County Board; Court Administrator; has to sign off on the account twice a month. Pugh in favor of county hiring hearing impaired interpreter and sharing. Didn't happen. Operated out of scheduling book.

I = Fiscal Dept. Ronnie did a feasibility study 5 yrs ago that recommended staffing both Vietnamese and Korean, but Ct admin decided to go with contract instead to save \$\$ on benefits. Note: would save \$ even including benefits; must be other factors considered).

J = Accounting. If they run out of \$\$, Accounting could be stuck for \$\$ over appropriation by AOC.

K = Court Administrator

L = court Administration, which answers to County Administrative Office.

M = Criminal Operations Manager. (Note: downtown alone expected to exceed budget by over \$100,000)

N = Nobody -- interpreters must be provided by law.

O = court administrator.

L

APPENDIX L

COMMENTS BY RESPONDENTS TO QUESTIONNAIRES
Numbered by Respondent Code

QUESTION ONE

- 9. Arraignment court has appointed an interpreter.
- 15. [Note: this respondent checked boxes 1, 2 and 4.]
- 29. PSA staff or clerks alert judge.
- 95. File motion asking court to appoint interpreter for witness.
- 99. Depends, initially I have court order that an interpreter assist the state. After that, my office contacts interpreter's office.
- 112. I request court to appoint OCI to assist state then #3 above.
- 118. I haven't had witnesses that need an interpreter.
- 121. Justice Court clerks request when on notice that one is needed.

QUESTION TWO

34. Without knowledge of the other language, I can't determine whether or not the interpretation is correct.

125. A translation as close to the spirit, verbage and attitude of the defendant.

QUESTION THREE

- 12. Interpreters get priority.
- 22. The trick is to get all together -- interpreter, lawyers, defendant -- THEN call the case!
- 26. If I am on another matter, I will not interrupt for the interpreter matter, otherwise the answer is Yes if counsel announces ready.
- 29. Always first.
- 68. Called when attorney w/interpreter matter asks court to call that case.
- 87. Although some judges don't.
- 119. Always.
- 121. Typically.

QUESTION FOUR

- 9. I generally ask if they understand the interpreter in COP proceedings.
- 11. The flow of words between defendant and interpreter is uninterrupted and appears to be responsive.
- 72. Understand the interpreted language to a limited degree.
- 99. All of the above.
- 100. Several apply -- one answer not possible.

QUESTION FIVE

2. THIS PROBLEM RARELY ARISES UNLESS THERE IS A MIX-UP IN SCHEDULING. USUALLY AN INTERPRETER IS AVAILABLE BEFORE MORNING CALENDAR IS FINISHED.

5. Arrange to call OCI and wait after waiting an appropriate length of time.

9. Wait. Staff may call or page.

11. Reschedule for another date if no court interpreter is available.

21. I do a number of things depending upon the circumstances.

29. Reschedule for another time.

32. Proceed with other matters until the interpreter arrives.

89. Get pissed off -- wait, no response from OCI if called. Arrogant and moody -- very rushed people -- very bad situation.

91. Or ask the court's JA to call.

99. Note: I never do it but court does.

QUESTION SIX

3. This does not seem to happen very often ... if ever.
9. I don't recall this occurring but I think we would first inquire as to an interpreters availability. If not available reset, if available wait for one and then proceed.
13. If an interpreter is available, matter proceeds. If not, request is granted and matter is reset.
15. Determine whether the defendant needs an interpreter and, if so, reset.
21. I try to get an interpreter if it is convenient. If not, I'll either try to get by without an interpreter or reschedule.
22. If no interpreter available, reset.
27. Question defendant/witness in English to determine interpreter is truly necessary. If so, grant the request and proceed when interpreter arrives.
29. Doesn't apply.
41. Normally, we know ahead of time that the witness will be needing an interpreter and we schedule one. Otherwise, judge would grant the request and reset if can't get one through phone.
53. Haven't yet dealt with that situation.
55. Don't know how judge handles this situation.
62. Have not had this scenario happen to me.
74. This has not come up.
86. Both have occurred.
91. Request granted; and depending upon availability either wait or reset.
95. Have not waited for hearing to arrive when I need interpreter -- have always anticipated the need.
97. Court would likely deny the request for a state's witness as this is a matter which should be dealt with prior to the hearing.
100. I can't tell -- is the need for assistance a surprise to the parties? If so, the court usually resets.
112. Never had this happen.

116. Haven't had this come up. I file an interpreter request for victim/witnesses at outset of case.

118. Haven't done it.

QUESTION SEVEN.

5. Assume this means cases where interpreter not previously appointed. If incorrect, we must use an interpreter at least 40 times a month.

9. If, by "requested," you mean appointed to assist defendant or witness and then appears in court, my guess would be about 3 times a week.

26. 20 domestic relations, 60 criminal -- approx. 7/15/92 to date.

27. I've only been here 3 months.

104. Once by the State; however, an interpreter has been present at at least a dozen cases as requested by defendant or court.

QUESTION EIGHT

9. To the best of my recollection every time "requested" except maybe once or twice when defendant fails to appear.

25. Whenever requested if defendant does in fact need an interpreter.

41. All times requested.

43. On the average of once a day.

104. One for the State; number of times CI used equals number of requests.

116. The whole trial for both the victim and defendant.

QUESTION NINE

9. I don't know if it was within the past year, but I only recall Mr. Zuniga reprimanding Mr. Delgadilloi. Note: Ramon is wonderful in the manner in which he helps me out with names I have difficulty pronouncing, especially "Zuniga."

12. Mostly Tony Zuniga and B. Iniguez.

QUESTION TEN

9. Ask Ramon -- I believe it had to do with pistola.

12. With Spanish speaking interpreters, based on attorneys' level of frustration, I got the feeling that the translations were inadequate.

22. Navajo -- call me for details if you want.

24. Neither was "in house", rather someone brought in from outside.

26. Hard to remember but it appeared the defendant's attorney also Spanish speaking "corrected" the court interpreter and the interpreter adopted the correction made by counsel.

76. Bulgarian -- I felt the interpreter was not interpreting my words as I spoke to my client. Rather, she was explaining my statements to my client. It was not brought to the court's attention because it was a confidential conversation. Rather, I asked her to please just interpret and not explain.

86. At an arraignment/initial appearance the interpreter could not fully explain the court's questions since the responses were not responsive answers. Both cases involved clients trying to describe their finances.

91. And that was for French interpretation by Verlay.

92. My experience is that there exists some form of miscommunication between the court and the defendant with the interpreter doing his/her best to make the other position clear.

99. On both occasions nonSpanish interpreters were clearly summarizing dialogue -- in one case, there were multiple exchanges between interpreter and client of such length that record of content should have been made.

QUESTION ELEVEN

9. I try and wait and the interpreters are wonderful about getting to us as soon as possible, even on Mondays.

26. DR 3-4, Criminal 3-5 times.

29. Only clerk would know -- there are rescheduled before I arrive at jail.

32. Because of need for interpreter for language other than Spanish (Chinese, Arabic, Vietnamese, etc.)

121. Unusual that no one can be found.

QUESTION TWELVE

- 6. ... but for purposes of a continuance, nothing that would affect proceedings, such as COP or sentencing.
- 9. Maybe once allowed attorney to explain continuance to client but never for "real" interpreting.
- 25. Twice to advise defendant of reset date, nothing substantive.
- 39. Approx. 4 or 5 times only in the way of a continuance.
- 41. Only a lawyer or family member for things off the record -- on one or two occasions. For example, after the hearing or court setting was over.
- 52. Do not remember.
- 72. Both at justice court with Vietnamese speaking people.
- 105. Only for non-official matters.

QUESTION THIRTEEN

6. Now that Jennifer interprets there has been no problem with professionalism.
9. They have never let me down.
13. Generally good service.
16. I can't say enough about the professionalism and the attempts to be prompt and helpful by the Court Interpreters. They do an outstanding job in difficult circumstances.
20. It is exemplary and sets a high standard for others to follow while they are in the courtroom.
86. The interpreters have been exemplary. If tardy, it is due to multiple court appearances outside their control.
89. Some refuse to stay after formal proceeding to interpret matters directly relating to court matter.
104. Court interpreters do not always dress appropriately for court.
125. I have only been in court twice within the last 12 months.
131. Have not appeared in court with an interpreter.

QUESTION FOURTEEN

9. But sometimes interpretation "scary."

16. Just have had sign language interpreter other than Spanish.

24. Not infrequently clarification questions occur between the interpreter and defendant. On one occasion (Navajo) the court corrected the interpreter for not informing the court of these "conversations" and the court took exception.

26. Generally the communication is not good, generally because I don't believe the "outside interp" understands how he/she is to proceed in the interp. process.

QUESTION FIFTEEN

22. I ask defendant. Often the papers have the last two names in different orders.

26. Though there is a good memo on this by Scoptt Loos.

27. The father's family name is important in English. The mother's is important in Spanish.

39. Wouldn't it be B & C?

60. If the custom of the speaker's country still uses the paternal and maternal surnames.

97. Cannot answer this question as it would depend on which nation's customs were adhered to in naming the person.

QUESTION SIXTEEN

9. Employees of the Superior Court, with OCI supervised by Court Administration.

QUESTION SEVENTEEN

- 24. My secretary handles contacting interpreters.
- 41. [Rated 17.3 a "4"] only because have 2 at SE and they have to cover all the judges and juvenile. Otherwise, a 5.
- 68. No secretary for OCI at SEJD. No administrator involvement either. I work directly through the interpreters.
- 72. [17.1] never had contact.
- 73. [17.1 and 2] No interaction.
- 77. [17.2] don't know.
- 80. [17.2] What is an OCI administrator?
- 121. Always very satisfied.
- 122. [17.1 & 2] Haven't had contact.

QUESTION EIGHTEEN

9. They do the best they can concerning resources and untimely attorneys.

QUESTION NINETEEN

9. I really don't know but they sound good to me and defendants don't complain.

11. Translations have not been challenged at all.

105. I have no idea.

QUESTION TWENTY

129. Much improved over past years!

QUESTION TWENTY-ONE

3. Have experimented with this [limiting interpreter matters to specific days] in Quadrant B; experiment doesn't appear to be working.

9. Find some magic way to get the attorneys in the courtroom the same time the interpreter first arrives.

22. Nothing will work without a change in the lawyers' schedules and schedule habits.

35. Choice #1 is unrealistic, choice #2 violates defendant's rights (due to delayed setting of court appearances).

50. Lately at the suggestion of the interpreter assigned to this Court, we have been paging him when we are ready for him. This has been working very well.

56. Primarily for office or outside interviews.

68. We desperately need both Ramon and Anna out at the SEJD Facility. It would be nice to have another, but we can get by with 2.

75. There is nothing more annoying than gone to JCFC having the interpreter start to do a plea and then leave for an hour for IA -- it wastes everyone's time!

80. Make sure criminal Superior Court and Justice Court are given priority over IA court, juvenil and civil matters.

86. Allow court pretrial services personnel to appear at IA Court and K court. Spanish speaking clients often stay in jail overnight due to unavailability of court interpreter.

87. Remind judges of the importance of calling interpreter matters as soon as possible.

88. I don't know.

125. Implement better planning of courtroom needs.

130. Hire more personnel; assign them to a specific court or limit the courts they are in; have CI available for only APO use.

QUESTION TWENTY-TWO

- 9. I have no idea!
- 35. Cannot evaluate.
- 88. I don't know.
- 99. Not qualified to answer.

QUESTION TWENTY-THREE

2. In 5 months on criminal I have been impressed with the services of your office and have found all interpreters to be a pleasure to work with.

5. I have none, for two reasons: 1) Service is great at present.
2) No expertise in area.

6. Just more to accommodate criminal repeters!!

9. I perceive they are overworked due to understaffing but I do not know this for a fact. If it is a fact, add staff. They have to do more running around than the attorneys.

11. We need more highly qualified and well-trained interpreters.

16. a) I think judges need to be more sensitive to the problems of the OCI and therefore more understanding. b) Provide more resources to OCI so additional interpreters could be hired. c) PDs, POs and CAs as well need to be educated about the proper usage of court interpreters and need to be sensitized to the problems existing.

21. The service and performance of the OCI have been excellent. Obviously the office is understaffed and additional interpreters are needed. I have no other suggestions.

22. Your office needs more Spanish speaking interpreters for more timeliness in the courtrooms. Allow available staff soon to interpret in MTC, without having to wait all morning for a "certified" interpreter.

25. Hire more interpreters and increase their salary.

26. If scheduled hearings and proper notice given, the interp. should be present and on time, because of the varied appearances and time involved, they are at times not present when needed.

33. None -- they do great!

35. Hire more.

39. Have all forms ie PCR forms, prob forms etc. translated into Spanish and provide the bailiff with them to hand out to the defendant. Maybe provide each division with a list of the most common phrases that could be related to the defendant in the absence of the interpreter.

42. I think that everything is going well now. The only pet peeve is when the interpreter in our court is gone no one calls to say another interpreter is filling in and will be late.

44. Hire more interpreters.
45. The people who cover our court (Alex Torres and Pat O'Connor) are excellent. They are overworked but are always prompt and willing to help. They are great.
48. We really don't use the interpreters very often.
52. Hire more court interpreters.
53. Have courts put interpreter matters on 3 or 4 days a week and always stick with those days. Other courts could use different days. Maybe limit to 2 days a week for those matters.
56. Ana and Ramon are both excellent.
68. No suggestions. Ramon and Anna do excellent work and are very pleasant to work with. Please do not remove either one from us.
70. More interpreters and training for attorneys that use them.
72. I deal with Ramon Delgadillo and Ana Ugarte out at the SE Facility. Both are professional, knowledgeable and appropriate at all times. Additionally, they truly care that communication is taking place between client and attorney. I have not a single word of criticism for either Ramon or Ana. I hope all of OCIs interpreters are of the same caliber.
75. Assign one interpreter for justice court only, assign interpreters to less courts.
80. Perhaps the interpreter can tell all interpreter using clients that they [OCI staff] are just there to translate, explain the function of OCI whenever they first enter courtroom and determine who needs services, so that the attorney doesn't have to correct client when I talk to interpreter.
85. More court interpreters.
91. Need a bigger budget!
92. Generally OCI is punctual and has functioned well. My greatest concern is inability to schedule out of court interviews (jail) due to lack of available interpreters.
104. Seminars (such as those presented by Scott) educating prosecutors about ways to use court interpreters, what and how one interprets another and any other information which would demystify subject.
112. Hire more interpreters! The service which takes the longest to receive is written work, e.g. letters to victims or witnesses, transcription/translation of recorded statements. Interpreters are

always running from court to court. They need some office time. Perhaps translators don't need to be able to do simultaneous interpretation and could be hired/trained more easily.

118. Get to court earlier.

123. Let the presentence division have their own court interpreter so one may always be available.

124. Move mandatory training for APS's office at all level on OCI and effectively communicating with persons of different cultures.

125. As are many departments within the Court but more specifically the Court the interpreters office almost spread too thin. There have been numerous occasions when our office uses bilingual staff to assist in interpreting needs. To wait for the interpreters office to provide assistance, especially in morning hours when courts are the most active, is not possible. More hiring, training is needed, or better overall management of interpreter service is needed. Maybe a little of both.

126. One interpreter is verbally rude most of the time. Some of the interpreters do not always seem focused on the interview (i.e. filing nails, trying to read unrelated material).

129. OCI has improved greatly since I began as APO nine years ago - especially in scheduling for PSI. Your efforts are much appreciated!

QUESTION TWENTY-FOUR

74. Has not happened.

114. Haven't had this come up.

116. That has never happened.

QUESTION TWENTY-FIVE

56. They're usually there waiting for me, or closely available.
72. They always know that the matter is on the morning calendar but we'll set up precisely when we'll be able to get together. Example -- sex case -- later in a.m.
74. Have not had an interpreter matter, but if I did [the answer would be 1].
91. Taken care of by JA; and OCI usually has independent calendar.

QUESTION TWENTY-SIX

No comments.

No Comments.

QUESTION TWENTY-SEVEN

COMMENTS

55.1. This [questionnaire] does not apply to our court. We do not have a bailiff that goes into the courtroom.

98. No longer works at County Attorneys office.

106. My current assignment doesn't involve court appearances. I have no basis for answering these questions.

113. Simone has moved out of state and no longer is employed by this office.

SEND RESULTS TO:

Judge Bolton
Judge Dann
Judge Portley
Judge Reinstein
Judge Sheldon
Judge Hall
Judge Howe
Commissioner Trombino
Robert Cordry (Judge Anderson's bailiff)
Rosemary Kondusky (Judge Martin's bailiff)
Cynthia Puklin (612 ECB)
Christopher Johns, Training Director, Maricopa County Public
Defender's Office
E. S. Langford, Public Defender, SE
Leslie Newhall, Public Defender
Michael Freeman, 111 W. Monroe, Ste 1212, Phoenix 85003
Gene Stratford, 3030 N. 3rd St #960??, Phoenix 85012
James Blake, 301 W. Jefferson, 8th floor, Phoenix 85003
Tom G. Tejgra, SEF Suite 2500
B. J. Geshe, 7th floor CCB, PSI.
Sherry Johnston, CCB 7, PSI

M

APPENDIX M
QUESTIONNAIRE

MORE

CASE NUMBER

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1.0	1	1.0	1.0	1.0
	2.0	1	1.0	1.0	1.9
	3.0	1	1.0	1.0	2.9
	4.0	1	1.0	1.0	3.9
	5.0	1	1.0	1.0	4.9
	6.0	1	1.0	1.0	5.8
	9.0	1	1.0	1.0	6.8
	11.0	1	1.0	1.0	7.8
	12.0	1	1.0	1.0	8.7
	13.0	1	1.0	1.0	9.7
	14.0	1	1.0	1.0	10.7
	15.0	1	1.0	1.0	11.7
	16.0	1	1.0	1.0	12.6
	17.0	1	1.0	1.0	13.6
	18.0	1	1.0	1.0	14.6
	19.0	1	1.0	1.0	15.5
	20.0	1	1.0	1.0	16.5
	21.0	1	1.0	1.0	17.5

MORE

CASE NUMBER

	22.0	1	1.0	1.0	18.4
	24.0	1	1.0	1.0	19.4
	25.0	1	1.0	1.0	20.4
	26.0	1	1.0	1.0	21.4
	27.0	1	1.0	1.0	22.3
	29.0	1	1.0	1.0	23.3
	32.0	1	1.0	1.0	24.3
	33.0	1	1.0	1.0	25.2
	34.0	1	1.0	1.0	26.2
	35.0	1	1.0	1.0	27.2
	37.0	1	1.0	1.0	28.2
	39.0	1	1.0	1.0	29.1
	40.0	1	1.0	1.0	30.1
	41.0	1	1.0	1.0	31.1
	42.0	1	1.0	1.0	32.0
	43.0	1	1.0	1.0	33.0
	44.0	1	1.0	1.0	34.0
	45.0	1	1.0	1.0	35.0
	47.0	1	1.0	1.0	35.9
	48.0	1	1.0	1.0	36.9
	49.0	1	1.0	1.0	37.9
	50.0	1	1.0	1.0	38.8

MORE

CASE NUMBER

	52.0	1	1.0	1.0	39.8
	53.0	1	1.0	1.0	40.8
	55.0	1	1.0	1.0	41.7
	55.1	1	1.0	1.0	42.7

55.2	1	1.0	1.0	43.7
56.0	1	1.0	1.0	44.7
57.0	1	1.0	1.0	45.6
58.0	1	1.0	1.0	46.6
60.0	1	1.0	1.0	47.6
61.0	1	1.0	1.0	48.5
62.0	1	1.0	1.0	49.5
67.0	1	1.0	1.0	50.5
68.0	1	1.0	1.0	51.5
69.0	1	1.0	1.0	52.4
70.0	1	1.0	1.0	53.4
72.0	1	1.0	1.0	54.4
73.0	1	1.0	1.0	55.3
74.0	1	1.0	1.0	56.3
75.0	1	1.0	1.0	57.3
76.0	1	1.0	1.0	58.3
77.0	1	1.0	1.0	59.2
78.0	1	1.0	1.0	60.2

MORE

A

CASE NUMBER

80.0	1	1.0	1.0	61.2
81.0	1	1.0	1.0	62.1
82.0	1	1.0	1.0	63.1
85.0	1	1.0	1.0	64.1
86.0	1	1.0	1.0	65.0
87.0	1	1.0	1.0	66.0
88.0	1	1.0	1.0	67.0
89.0	1	1.0	1.0	68.0
91.0	1	1.0	1.0	68.9
92.0	1	1.0	1.0	69.9
94.0	1	1.0	1.0	70.9
95.0	1	1.0	1.0	71.8
96.0	1	1.0	1.0	72.8
97.0	1	1.0	1.0	73.8
98.0	1	1.0	1.0	74.8
99.0	1	1.0	1.0	75.7
100.0	1	1.0	1.0	76.7
104.0	1	1.0	1.0	77.7
105.0	1	1.0	1.0	78.6
106.0	1	1.0	1.0	79.6
109.0	1	1.0	1.0	80.6
110.0	1	1.0	1.0	81.6

MORE

A

CASE NUMBER

112.0	1	1.0	1.0	82.5
113.0	1	1.0	1.0	83.5
114.0	1	1.0	1.0	84.5
115.0	1	1.0	1.0	85.4
116.0	1	1.0	1.0	86.4
118.0	1	1.0	1.0	87.4
119.0	1	1.0	1.0	88.3
120.0	1	1.0	1.0	89.3
121.0	1	1.0	1.0	90.3
122.0	1	1.0	1.0	91.3
123.0	1	1.0	1.0	92.2
124.0	1	1.0	1.0	93.2
125.0	1	1.0	1.0	94.2

126.0	1	1.0	1.0	95.1
127.0	1	1.0	1.0	96.1
128.0	1	1.0	1.0	97.1
129.0	1	1.0	1.0	98.1
130.0	1	1.0	1.0	99.0
131.0	1	1.0	1.0	100.0
	-----	-----	-----	
TOTAL	103	100.0	100.0	

Valid Cases

103

Missing Cases

0

RESPONDENT TYPE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
JUDGE	1.0	19	18.4	18.4	18.4
COMMISSIONER	2.0	6	5.8	5.8	24.3
PUBLIC DEFENDER	3.0	20	19.4	19.4	43.7
COURT APPOINT LAWYER	4.0	7	6.8	6.8	50.5
COUNTY ATTORNEY	5.0	21	20.4	20.4	70.9
BAILIFF	6.0	20	19.4	19.4	90.3
ADLT PROBATION OFCR	7.0	10	9.7	9.7	100.0
		-----	-----	-----	
TOTAL		103	100.0	100.0	

RESPONDENT TYPE

```

JUDGE 19
COMMISSIONER 6
PUBLIC DEFENDER 20
COURT APPOINT LAWYER 7
COUNTY ATTORNEY 21
BAILIFF 20
ADLT PROBATION OFCR 10
I
I.....I.....I.....I.....I.....I
0          5          10         15         20         25
Valid Cases      103      Missing Cases      0

```

Note: Q not asked of APO or bailiffs

Q1: Which best describes how you know that the defendant needs an interpreter?

	No. Responses	Valid %
Independent judicial evaluation	10	14.9%
Counsel/defendant request	11	16.4%
Defendant responds in affirmative when asked [in Spanish] "who in courtroom does not speak English?"	9	13.4%
Interpreter in court, interpreting in language to which defendant responds	29	43.3%
Other:	8	11.9
• appointed at arraignment, initial or Felony Center (4)		
• prosecution request for witness (3)		
• never needed for witness (2)		
[note: 8 in other category should be 9]		

67 of 103 responses, 36 missing.

INTERPRETER ROLE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
EQUIVALENT WORDS	1.0	89	86.4	92.7	92.7
SEARCHES FOR WORDS	2.0	3	2.9	3.1	95.8
REMOVES SPOKEN ERROR	3.0	1	1.0	1.0	96.9
3RD PERSON EXPLAIN	4.0	1	1.0	1.0	97.9
OTHER	5.0	2	1.9	2.1	100.0
.		7	6.8	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

```

EQUIVALENT WORDS  EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 89
SEARCHES FOR WORDS EEE 3
REMOVES SPOKEN ERROR EE 1
3RD PERSON EXPLAIN EE 1
OTHER EE 2
I
I.....I.....I.....I.....I.....I
0          20         40         60         80         100

```

MORE

INTERPRETER ROLE

Valid Cases	96	Missing Cases	7
-------------	----	---------------	---

Q2

[Question asked of all five groups]

Q2 -- Which best describes your perception of court interpreter role?

	No. Responses	Valid %
Interpreter uses closest equivalent in both languages	89	92.7%
Interpreter searches for words nonEnglish speaker can understand	3	3.1%
Interpreter removes grammer errors, expletives for clear record	1	1.0%
Interpreter provides 3rd person explanation	1	1.0%
Other	2	2.1%
• [check 34 & 37 -- responses don't make sense]		
• translation close to spirit, verbage & attitude of defendant		

96 responses
7 missing

INTERPRETER MATTERS CALLED FIRST?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
YES	1.0	82	79.6	94.3	94.3
NO	2.0	2	1.9	2.3	96.6
OTHER	3.0	3	2.9	3.4	100.0
	.	16	15.5	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

[illegible]

I
I I I I I I
0 20 40 60 80 100

Valid Cases	87	Missing Cases	16
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[not asked of APO or bailiff groups]

Q 3 -- Are interpreter matters usually called first?

Yes	No	Other
82	2	3
94.3%	2.3%	3.4%

Other: check 12, 22, 26, 29, 68, 87, 119 and 121 for comments --
which 3 fall into the other category?

87 responses
16 missing

SUBJECT UNDERSTAND INTERPRETER

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
UNINTERRUPT WORD FLO	1.0	12	11.7	12.5	12.5
RESPONSE CONSISTENT	2.0	53	51.5	55.2	67.7
EXPRSN/BODY LANGUAGE	3.0	17	16.5	17.7	85.4
INDEPEND KNOWLEDGE	4.0	5	4.9	5.2	90.6
DO NOT KNOW	5.0	6	5.8	6.3	96.9
OTHER	6.0	3	2.9	3.1	100.0
.		7	6.8	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

SUBJECT UNDERSTAND INTERPRETER

[illegible]

Valid Cases	96	Missing Cases	7
-------------	----	---------------	---

Q4

[asked of all groups]

Q 4 -- Which best describes how you know defendant understands language used by interpreter?

	No. Responses	Valid %
Word flow uninterrupted	12	12.5%
Response consistent with question	53	55.2%
Expression and body language	17	17.7%
Independent knowledge of language	5	5.2%
Don't know	6	6.3%
Other	3	3.1%

[check 9, 11, 72, 99 and 100 -- which are other?]

96 responses

7 missing

READY, NO INTERP, RESCHEDULE

[illegible]

Valid Cases	85	Missing Cases	18
-------------	----	---------------	----

READY, NO INTERP, CALL OCI, WAIT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NO	.0	35	34.0	41.7	41.7
YES	1.0	49	47.6	58.3	100.0
	.	19	18.4	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

NO  EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 35
YES EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 49
I
I.....I.....I.....I.....I.....I
0          10         20         30         40         50

```

Valid Cases	84	Missing Cases	19
-------------	----	---------------	----

MORE

READY, NO INTERP, USE BILINGUAL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NO	.0	60	58.3	70.6	70.6
YES	1.0	25	24.3	29.4	100.0
	.	18	17.5	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

NO  EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 60
YES EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 25
I
I.....I.....I.....I.....I.....I.....I
0          12          24          36          48          60

```

Valid Cases 85 Missing Cases 18

MORE

READY, NO INTERP, PAGE, WAIT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NO	.0	47	45.6	55.3	55.3
YES	1.0	38	36.9	44.7	100.0
	.	18	17.5	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

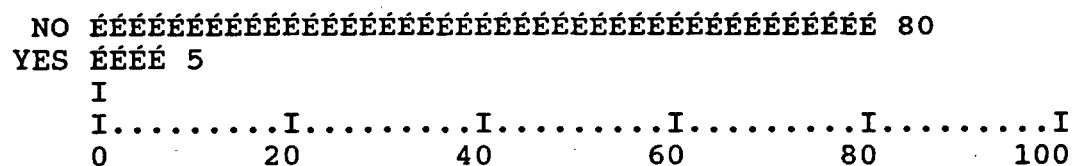
NO  EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 47
YES EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 38
I
I.....I.....I.....I.....I.....I.....I
0          10          20          30          40          50

```

Valid Cases 85 Missing Cases 18

READY, NO INTERP, DEF WAIVE, PROCEED

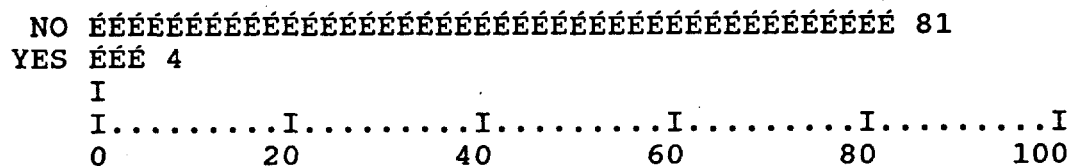
Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NO	.0	80	77.7	94.1	94.1
YES	1.0	5	4.9	5.9	100.0
	.	18	17.5	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	



Valid Cases	85	Missing Cases	18
-------------	----	---------------	----

READY, NO INTERP, COUNSEL WAIVE, PROCEED

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NO	.0	81	78.6	95.3	95.3
YES	1.0	4	3.9	4.7	100.0
	.	18	17.5	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	



Valid Cases 85 Missing Cases 18

READY, NO INTER, OTHER

NO EE 78
YES EEEEE 7

I
I.....I.....I.....I.....I.....I.....
0 20 40 60 80 100

MORE

WAITING TO REQUEST INTERP AT HEARING

```

GRANTS REQSTS, RESET ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 26
DENY UNTIMELY, RESET ÉÉ 1
GRANTS, OCI, PROCEED ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 38
OTHER ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 18
I
I.....I.....I.....I.....I.....I
0          8          16          24          32          40

```

Valid Cases	83	Missing Cases	20
-------------	----	---------------	----

Q5

Question not asked of APO.

Q 5 -- When all participants except the interpreter are ready to appear before the court, what happens? [check all that apply]

	Jdg/Comm	Bailf	Defnc	CtyAty	Total
Reschedule for another date	7		1	4	12
Arrange to call OCI, wait	11	11	14	11	47
Use Spanish speaker as interpreter	2	1	2	2	7
Page assigned interpreter, wait	13	15	20	9	57
Defendant waives interp, proceed	2		1		3
Counsel waives interp, proceed	3		1		4
Other	3		1		4
Total Responses	41	27	40	26	134
Total Responding	25	20	27	21	93

[check responses 9,21,32,58,89,91,

Qb

[APO not asked]

Q 6 -- What happens when, at the hearing at which defendant or witness is to appear, counsel requests an interpreter for that defendant or witness?

	No. Responses	Valid %
Grant request, reset	26	31.3%
Deny request as untimely, reset	1	1.2%
Deny request as untimely, proceed without interpreter	0	
Grant request, call OCI, proceed when interpreter arrives	38	45.8%
Other	18	21.7%

83 responses

20 missing

[check 3,9,13,15,19,21,27,29,41,53,62,74,91,95,97,100,112,118 -- which were "other"]

MORE

EST NO. HRGS IN WHICH INTERP USED

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	3	2.9	3.6	3.6
	1.0	3	2.9	3.6	7.1
	2.0	4	3.9	4.8	11.9
	3.0	1	1.0	1.2	13.1
	4.0	2	1.9	2.4	15.5
	5.0	3	2.9	3.6	19.0
	6.0	3	2.9	3.6	22.6
	10.0	6	5.8	7.1	29.8
	12.0	5	4.9	6.0	35.7
	14.0	1	1.0	1.2	36.9
	15.0	2	1.9	2.4	39.3
	20.0	6	5.8	7.1	46.4
	24.0	1	1.0	1.2	47.6
	25.0	6	5.8	7.1	54.8
	30.0	3	2.9	3.6	58.3
	36.0	1	1.0	1.2	59.5
	40.0	2	1.9	2.4	61.9
	50.0	3	2.9	3.6	65.5

MORE

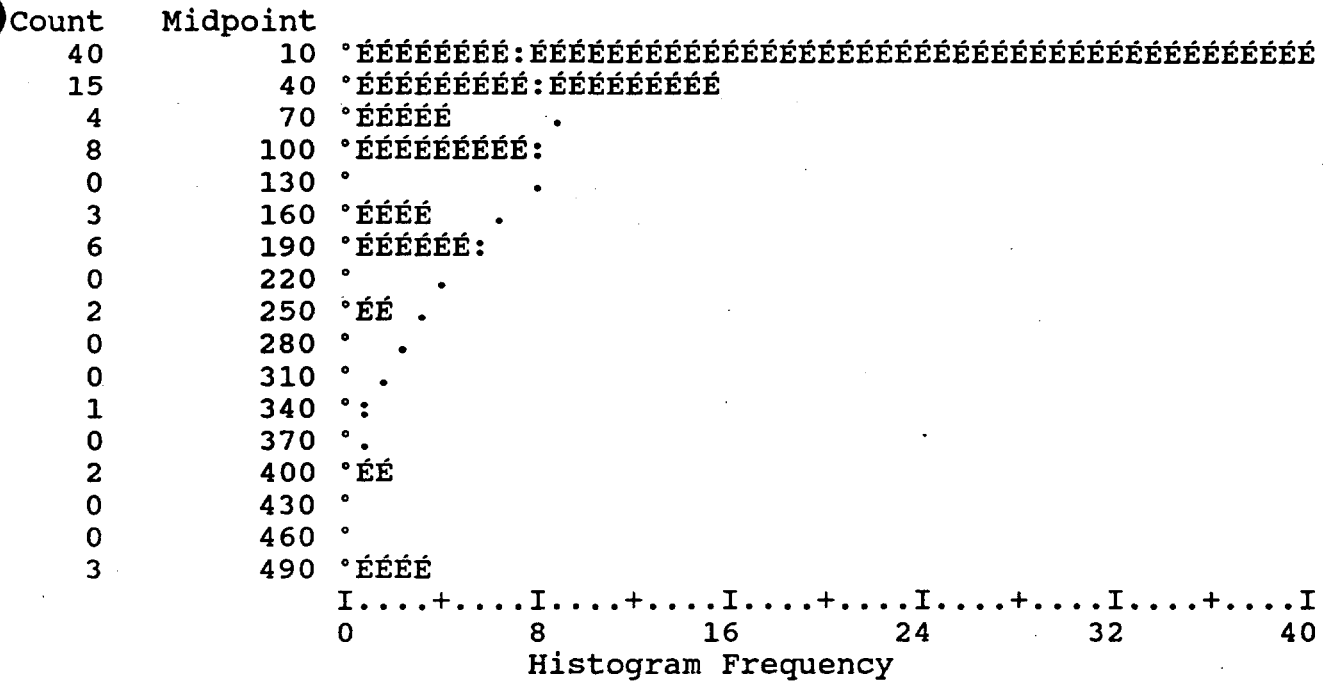
EST NO. HRGS IN WHICH INTERP USED

60.0	1	1.0	1.2	66.7
65.0	1	1.0	1.2	67.9
75.0	2	1.9	2.4	70.2
99.0	2	1.9	2.4	72.6
100.0	6	5.8	7.1	79.8
150.0	2	1.9	2.4	82.1
156.0	1	1.0	1.2	83.3
192.0	1	1.0	1.2	84.5
200.0	5	4.9	6.0	90.5
250.0	2	1.9	2.4	92.9
325.0	1	1.0	1.2	94.0
400.0	2	1.9	2.4	96.4
480.0	1	1.0	1.2	97.6
500.0	2	1.9	2.4	100.0
.	19	18.4	MISSING	
TOTAL		103	100.0	100.0

Valid Cases 84 Missing Cases 19

MORE

EST NO. HRGS IN WHICH INTERP USED



MORE

EST NO. HRGS IN WHICH INTERP USED

Mean	79.702	Median	25.000	Mode	10.000
Range	500.000	Minimum	.000	Maximum	500.000

Percentile	Value	Percentile	Value	Percentile	Value
5.00	1.000	10.00	2.000	20.00	6.000
30.00	11.000	40.00	20.000	50.00	25.000
60.00	40.000	70.00	87.000	80.00	150.000
90.00	225.000	95.00	400.000	98.00	500.000
99.00	.				

Valid Cases	84	Missing Cases	19
-------------	----	---------------	----

Q7,8

Questions asked of all groups

Q 7 = Estimated number of hearings interpreters requested

Q 8 = Estimated number of hearings interpreters used

Q 7 = 88 responses

Q 8 = 84 responses

0 times -- 10.2%
1-5 times -- 26.2%
6-10 times -- 5.6%
11-20 times -- 12.5%
21-30 times -- 7.9%
31-40 times -- 3.4%
41-50 times -- 1.1%
51-75 times -- 4.5%
76-100 times -- 7.9%
101-200 times -- 2.2%
201-500 times -- 9.1%

mean -- 55.45
median -- 10

0 times -- 3.6%
1-5 times -- 15.4%
6-10 times -- 10.7%
11-20 times -- 16.7%
21-30 times -- 11.9%
31-40 times -- 3.6%
41-50 times -- 3.6%
51-75 times -- 4.8%
76-100 times -- 9.5%
101-200 times -- 10.8%
201-500 times -- 9.6%

mean -- 79.7
median -- 25

Note: Question slightly reworded for defense, prosecution and APO
-- asking about your cases -- could have skewed responses

EST NO. TIMES INTERP CHALLENGED

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	62	60.2	96.9	96.9
	1.0	1	1.0	1.6	98.4
	10.0	1	1.0	1.6	100.0
	.	39	37.9	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 62
1.0 EE 1
10.0 EE 1
I
I.....I.....I.....I.....I.....I
0          15          30          45          60          75

```

Valid Cases	64	Missing Cases	39
-------------	----	---------------	----

MORE

EST NO. TIMES SHOULD BE CHALLENGED

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	54	52.4	85.7	85.7
	1.0	6	5.8	9.5	95.2
	2.0	3	2.9	4.8	100.0
	.	40	38.8	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```
.0 ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 54
1.0 ÉÉÉÉÉ 6
2.0 ÉÉÉÉ 3
I
I.....I.....I.....I.....I.....I
0          12         24         36         48         60
```

Valid Cases 63 Missing Cases 40

Q 9 = Challenges within 12 mos

Q 10 = Opportunities for challenges within 12 mos

Q 9 = 64 responses

Q 10 = 63 responses

none = 62 (96.9%)

one = 1 (1.6%)

ten = 1 (1.6%)

missing = 39 [APO, bailiffs not Qd]

none = 54 (85.7%)

one = 6 (9.5%)

two = 3 (4.8%)

missing = 40 [same groups
not asked]

MORE

NO. TIMES HRG CONTD FOR INTERVIEW

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	32	31.1	66.7	66.7
	1.0	5	4.9	10.4	77.1
	2.0	2	1.9	4.2	81.3
	3.0	6	5.8	12.5	93.8
	4.0	2	1.9	4.2	97.9
	6.0	1	1.0	2.1	100.0
	.	55	53.4	MISSING	
	TOTAL	103	100.0	100.0	

MORE

NO. TIMES HRG CONTD FOR INTERVIEW

```

.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 32
1.0 EEEEEEE 5
2.0 EEE 2
3.0 EEEEEEE 6
4.0 EEE 2
6.0 EE 1
I
I.....I.....I.....I.....I.....I
0          8          16          24          32          40

```

Mean	.854	Median	.000	Mode	.000
Range	6.000	Minimum	.000	Maximum	6.000

MORE

NO. TIMES HRG CONTD FOR INTERVIEW

Percentile	Value	Percentile	Value	Percentile	Value
5.00	.000	10.00	.000	20.00	.000
30.00	.000	40.00	.000	50.00	.000
60.00	.000	70.00	1.000	80.00	2.200
90.00	3.000	95.00	4.000	98.00	.
99.00	.				

Valid Cases 48 Missing Cases 55

Q11
24
26

Q 11 = Estimated times case cont'd because no interpreter
Q 11 = 64 resp;

	ZeroX	1-3X	4-6X	7-10X
11. Court proceeding contd	31.3%	43.7%	20.3%	4.7%
26. " " " no interview	66.7%	27.1%	7.3%	0%
24. Con'td o-t-defendant		92.3%	7.7%	

Q 11 = mean, 2.125

Q 24 = Times cont'd for other-than-defendant when no interpreter
scheduled

Q 24 not asked of defense or prosecution; 39 responses

Q 26 = Estimated times case cont'd when no interp at interview

Q 26 asked of defense, prosecution and APO only

Q 26 = 48 resp; [APO & bailiffs not asked]

Q 26 = mean, .854

proceeding MORE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	36	35.0	43.9	43.9
	1.0	11	10.7	13.4	57.3
	2.0	13	12.6	15.9	73.2
	3.0	5	4.9	6.1	79.3
	4.0	4	3.9	4.9	84.1
	5.0	3	2.9	3.7	87.8
	6.0	2	1.9	2.4	90.2
	7.0	1	1.0	1.2	91.5
	8.0	1	1.0	1.2	92.7
	9.0	1	1.0	1.2	93.9
	10.0	2	1.9	2.4	96.3
	12.0	1	1.0	1.2	97.6
	15.0	1	1.0	1.2	98.8
	25.0	1	1.0	1.2	100.0
	.	21	20.4	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

MORE

EST NO. TIMES BILINGUAL USED FOR INTERP

```
.0 ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 36
1.0 ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 11
2.0 ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 13
3.0 ÉÉÉÉÉÉÉ 5
4.0 ÉÉÉÉÉÉ 4
5.0 ÉÉÉÉÉ 3
6.0 ÉÉÉ 2
7.0 ÉÉ 1
8.0 ÉÉ 1
9.0 ÉÉ 1
10.0 ÉÉÉ 2
12.0 ÉÉ 1
15.0 ÉÉ 1
25.0 ÉÉ 1
```

I
I.....I.....I.....I.....I.....I.....
0 8 16 24 32 40

MORE

EST NO. TIMES BILINGUAL USED FOR INTERP

Mean	2.329	Median	1.000	Mode	.000
Range	25.000	Minimum	.000	Maximum	25.000

Percentile	Value	Percentile	Value	Percentile	Value
5.00	.000	10.00	.000	20.00	.000
30.00	.000	40.00	.000	50.00	1.000
60.00	2.000	70.00	2.000	80.00	4.000
90.00	6.700	95.00	10.000	98.00	18.400
99.00	.				

Valid Cases	82	Missing Cases	21
-------------	----	---------------	----

BILINGUAL USE W/O INTERPRETER

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
.0		8	7.8	80.0	80.0
1.0		2	1.9	20.0	100.0
.		93	90.3	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

```

.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 8
1.0 EEEEEEEEEEEE 2
I
I.....I.....I.....I.....I.....I.....I.....I.....I.....I.....
0          2          4          6          8          10

```

Mean	.200	Median	.000	Mode	.000
Range	1.000	Minimum	.000	Maximum	1.000

MORE

BILINGUAL USE W/O INTERPRETER

Percentile	Value	Percentile	Value	Percentile	Value
5.00	.	10.00	.000	20.00	.000
30.00	.000	40.00	.000	50.00	.000
60.00	.000	70.00	.000	80.00	.800
90.00	1.000	95.00	.	98.00	.
99.00	.				
Valid Cases	10	Missing Cases	93		

Q
12
27

Q 12 not asked of APO

Q 12 = Estimated times bilingual used in court proceeding

Q 12 =never	43.9%
once	13.4%
twice	15.9%
3X	6.1%
4X	4.9%
5X	3.7%
6-10X	8.4%
11-25X	3.6%

82 responses

Q 27 = Estimated times bilingual used in interview

Q 27 = asked only of APO

Q 27 =never	80%
once	20%

10 responses

COURTROOM CONDUCT OF STAFF INTERP IS

[illegible]

Valid Cases	76	Missing Cases	27
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COURTROOM CONDUCT OF OTHER INTERP IS

ALWAYS	APPROPRIATE	EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE	11
USUALLY	APPROPRIATE	EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE	11
SELDOM	APPROPRIATE	EEE	1

Valid Cases	23	Missing Cases	80
-------------	----	---------------	----

Q 13 not asked of bailiffs.

Q 13 Courtroom conduct of staff interpreters (76 responses)

Q 14 asked of judges/commissioners only.

Q 14 Courtroom conduct of other interpreters (23 responses)

	always	appropriate usually	seldom	other
staff	81.6%	17.1%		1.3%
other	47.8%	47.8%	4.3%	

STMT ABOUT SPANISH FAMILY NAMES TRUE

```

1ST LAST NAME ÉÉÉÉÉÉÉÉÉÉÉÉ 11
2ND LAST NAME ÉÉ 1
TRUE NAME 1ST & 2ND ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 24
1ST & 3RD RESP TRUE ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 36
OTHER ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 20
I
I.....I.....I.....I.....I.....I
0          8          16          24          32          40

```

STMT ABOUT SPANISH FAMILY NAMES TRUE

Valid Cases	92	Missing Cases	11
-------------	----	---------------	----

Q15
16

Q asked of all respondents

Q 15 Which statement about Spanish surnames is true?

- | | | |
|----|-------------------------------------|-------|
| a. | 1st last name most important | 12% |
| b. | 2nd last name most important | 1.1% |
| c. | true name both 1st & 2nd last names | 26.1% |
| d. | "a" and "c" | 39.1% |
| e. | other | 21.7% |

92 responses

Q 16 = Interpreters are

- | | | |
|----|----------------------------|-------|
| a. | employees of county agency | 12.5% |
| b. | employees of court office | 83.3% |
| c. | other | 4.2% |

24 responses

Q asked of judges/commissioners only

Q asked of all groups

Q 21 = Identify suggestions to improve timeliness of interpreter service provided the court [forced choice, check all that apply]

	NoXs	<i>Valid</i> %
Designate set time periods for matters requiring an interpreter	37	39.8%
Limit interpreter matters to specific days	28	30.4%
Limit courtrooms where interpreter cases heard	20	21.5%
Implement Local Rule re circumstances under which interpreters appointed	7	7.5%
Tighten up on determination of need for interpreter	23	24.7%
Hire more interpreters	66	71.0%
No improvement necessary	6	6.5%
Other	12	12.9%

Question posed to all groups

Q 23 = Suggestions to improve overall effectiveness of operation of OCI.

47 comments, 30 of which are suggestions. Suggestions fall into four general categories:

Hire more interpreters; improve pay	16	53.3%
Schedule changes	5	16.6%
Get to court on time	3	10.0%
Improve education on how to use	4	13.3%

Others:

Reduce types of appearances	1	03.3%
Train bailiffs in key phrases	1	03.3%

Q25

asked of defense only

Q 25 = What do you do to assure presence of interpreter at court appearance?

Call OCI or individual interp	23.1%
Chance encounter	7.7%
Combination of above	30.8%
nothing	23.1%
other	15.3%

26 responses.

QUAL/TIMELY SATISFACTION OCI SECY

[illegible]

QUAL/TIMELY SATISFACTION OCI SECY

Valid Cases	71	Missing Cases	32
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QUAL/TIMELY SATISFACTION ADMIN

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
UNSATISFACTORY	2.0	1	1.0	1.6	1.6
NEUTRAL	3.0	17	16.5	26.6	28.1
SATISFACTORY	4.0	21	20.4	32.8	60.9
VERY SATISFACTORY	5.0	25	24.3	39.1	100.0
.		39	37.9	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

[illegible]

Valid Cases	64	Missing Cases	39
-------------	----	---------------	----

QUAL/TIMELY SATISFACTION INTERPS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
VERY UNSATISFACTORY	1.0	1	1.0	1.1	1.1
UNSATISFACTORY	2.0	1	1.0	1.1	2.3
NEUTRAL	3.0	5	4.9	5.7	8.0
SATISFACTORY	4.0	25	24.3	28.4	36.4
VERY SATISFACTORY	5.0	56	54.4	63.6	100.0
.		15	14.6	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

VERY UNSATISFACTORY	EÉ 1
UNSATISFACTORY	EÉ 1
NEUTRAL	EÉEÉE 5
SATISFACTORY	EÉEÉEÉEÉEÉEÉEÉEÉEÉEÉEÉEÉE 25
VERY SATISFACTORY	EÉE 56
I	
I.....I.....I.....I.....I.....I	
0 12 24 36 48 60	

MORE

QUAL/TIMELY SATISFACTION INTERPS

Valid Cases	88	Missing Cases	15
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TIMELY SATISFACTION W/SERVICE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
VERY UNSATISFACTORY	1.0	2	1.9	2.6	2.6
UNSATISFACTORY	2.0	5	4.9	6.5	9.1
NEUTRAL	3.0	16	15.5	20.8	29.9
SATISFACTORY	4.0	37	35.9	48.1	77.9
VERY SATISFACTORY	5.0	17	16.5	22.1	100.0
.		26	25.2	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

VERY UNSATISFACTORY	ÉÉÉ	2
UNSATISFACTORY	ÉÉÉÉÉÉ	5
NEUTRAL	ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ	16
SATISFACTORY	ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ	37
VERY SATISFACTORY	ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ	17

I					
I.....I.....I.....I.....I.....I					
0 8 16 24 32 40					

MORE

TIMELY SATISFACTION W/SERVICE

Valid Cases	77	Missing Cases	26
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ACCURACY SATISFACTION W/SERVICE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
UNSATISFACTORY	2.0	1	1.0	1.4	1.4
NEUTRAL	3.0	4	3.9	5.5	6.8
SATISFACTORY	4.0	17	16.5	23.3	30.1
VERY SATISFACTORY	5.0	51	49.5	69.9	100.0
.		30	29.1	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

[illegible]

Valid Cases	73	Missing Cases	30
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MORE

EFFECTIVE SATISFACTION W/SERVICE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
UNSATISFACTORY	2.0	2	1.9	2.6	2.6
NEUTRAL	3.0	10	9.7	13.0	15.6
SATISFACTORY	4.0	33	32.0	42.9	58.4
VERY SATISFACTORY	5.0	32	31.1	41.6	100.0
.		26	25.2	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

[illegible]

Valid Cases	77	Missing Cases	26
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MORE

EST NO. HRGS IN WHICH INTERP REQUESTED

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	9	8.7	10.2	10.2
	1.0	5	4.9	5.7	15.9
	2.0	5	4.9	5.7	21.6
	3.0	5	4.9	5.7	27.3
	4.0	4	3.9	4.5	31.8
	5.0	4	3.9	4.5	36.4
	6.0	5	4.9	5.7	42.0
	8.0	2	1.9	2.3	44.3
	10.0	6	5.8	6.8	51.1
	12.0	2	1.9	2.3	53.4
	14.0	1	1.0	1.1	54.5
	16.0	1	1.0	1.1	55.7
	20.0	7	6.8	8.0	63.6
	24.0	1	1.0	1.1	64.8
	25.0	3	2.9	3.4	68.2
	30.0	3	2.9	3.4	71.6
	36.0	1	1.0	1.1	72.7
	40.0	2	1.9	2.3	75.0

MORE

EST NO. HRGS IN WHICH INTERP REQUESTED

50.0	1	1.0	1.1	76.1
52.0	1	1.0	1.1	77.3
60.0	1	1.0	1.1	78.4
75.0	2	1.9	2.3	80.7
80.0	1	1.0	1.1	81.8
100.0	6	5.8	6.8	88.6
150.0	1	1.0	1.1	89.8
192.0	1	1.0	1.1	90.9
250.0	3	2.9	3.4	94.3
325.0	1	1.0	1.1	95.5
400.0	2	1.9	2.3	97.7
500.0	2	1.9	2.3	100.0
.	15	14.6	MISSING	
TOTAL	103	100.0	100.0	

EST NO. HRGS IN WHICH INTERP REQUESTED

MORE

EST NO. HRGS IN WHICH INTERP REQUESTED

Percentile	Value	Percentile	Value	Percentile	Value
5.00	.000	10.00	.000	20.00	2.000
30.00	4.000	40.00	6.000	50.00	10.000
60.00	20.000	70.00	30.000	80.00	76.000
90.00	197.800	95.00	366.250	98.00	500.000
99.00	.				

Valid Cases	88	Missing Cases	15
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MORE

DESIGNATE TIMES FOR INTERP MATTERS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	56	54.4	60.2	60.2
YES	1.0	37	35.9	39.8	100.0
	.	10	9.7	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

NOT SUGGESTED EEE 56
 YES EEE 37
 I
 I.....I.....I.....I.....I.....I.....I
 0 12 24 36 48 60

Valid Cases 93 Missing Cases 10

MORE

LIMIT INTERP MATTERS TO SPECIF DAYS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	64	62.1	69.6	69.6
YES	1.0	28	27.2	30.4	100.0
	.	11	10.7	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

NOT SUGGESTED EEE 64
 YES EEE 28
 I
 I.....I.....I.....I.....I.....I.....I
 0 15 30 45 60 75

Valid Cases 92 Missing Cases 11

LIMIT CTRMS WHERE INTERP CASES HEARD

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	73	70.9	78.5	78.5
YES	1.0	20	19.4	21.5	100.0
	.	10	9.7	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

NOT SUGGESTED EEE 73
 YES EEEEEEEEEEEEEEE 20
 I
 I.....I.....I.....I.....I.....I
 0 15 30 45 60 75

Valid Cases	93	Missing Cases	10
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MORE

LOCAL RULE RE INTERP APPOINTMENT

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	86	83.5	92.5	92.5
YES	1.0	7	6.8	7.5	100.0
	.	10	9.7	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

NOT SUGGESTED EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 86
YES EEEEE 7

Valid Cases	93	Missing Cases	10
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TIGHTEN UP DETERMINATION OF NEED

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	70	68.0	75.3	75.3
YES	1.0	23	22.3	24.7	100.0
	.	10	9.7	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

NOT SUGGESTED EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 70
               YES EEEEEEEEEEEEEEEEE 23
               I
               I.....I.....I.....I.....I.....I.....I
               0          15          30          45          60          75

```

Valid Cases	93	Missing Cases	10
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MORE

HIRE MORE INTERPRETERS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	27	26.2	29.0	29.0
YES	1.0	66	64.1	71.0	100.0
	.	10	9.7	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

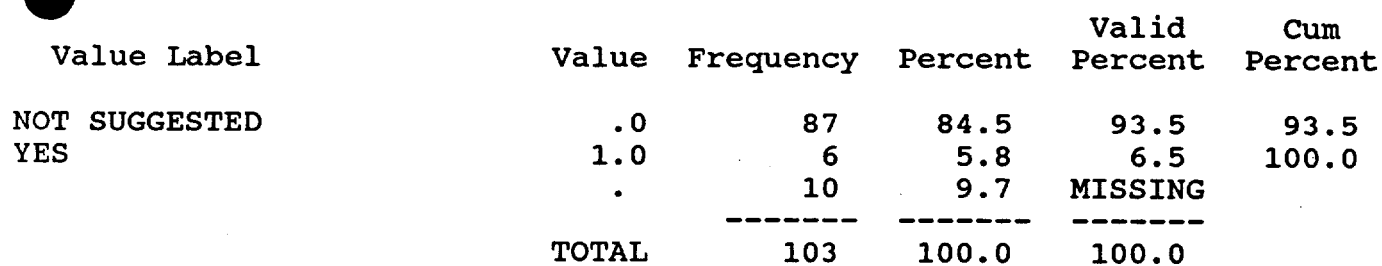
```

NOT SUGGESTED EEEEEEEEEEEEEEEEEEE 27
YES EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 66
I
I.....I.....I.....I.....I.....I
0          15          30          45          60          75

```

Valid Cases	93	Missing Cases	10
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NO IMPROVEMENT NECESSARY

[illegible]

YES ÉÉÉÉÉ 6

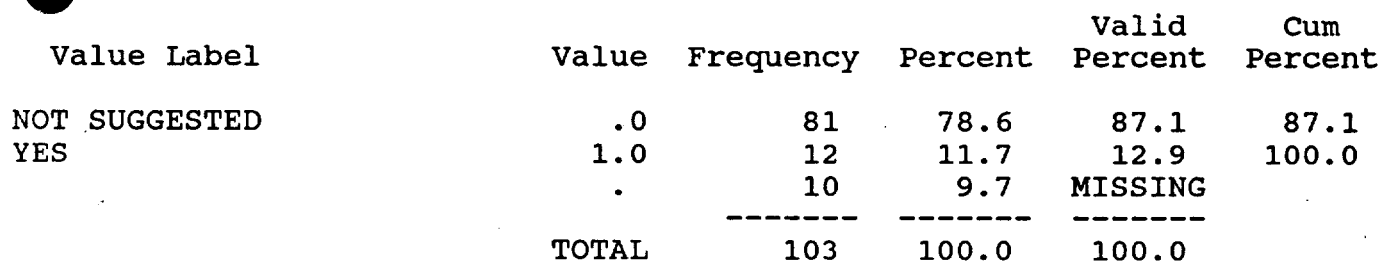
I

A horizontal axis with tick marks at 0, 20, 40, 60, 80, and 100. Above each tick mark is a capital letter 'I'.

Valid Cases	93	Missing Cases	10
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MORE

OTHER

[illegible]

YES ÉÉÉÉÉÉÉÉ 12 .

I

A horizontal axis with tick marks at 0, 20, 40, 60, 80, and 100. Above each tick mark is a capital letter 'I'.

Valid Cases	93	Missing Cases	10
-------------	----	---------------	----

NO IMPROVEMENT NECESSARY

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	57	55.3	72.2	72.2
YES	1.0	22	21.4	27.8	100.0
	.	24	23.3	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

NOT SUGGESTED EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 57
YES EEEEEEEEEEEEEEEEEEEEEEEEE 22
I
I.....I.....I.....I.....I.....I
0          12          24          36          48          60

```

Valid Cases	79	Missing Cases	24
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MORE

OTHER

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	77	74.8	97.5	97.5
YES	1.0	2	1.9	2.5	100.0
	.	24	23.3	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

NOT SUGGESTED EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 77
YES EE 2
I
I.....I.....I.....I.....I.....I.....I.....I.....I.....I.....I
0          20          40          60          80          100

```

Valid Cases	79	Missing Cases	24
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SUGGESTIONS RE OVERALL EFFECTIVE

NOT SUGGESTED ÉÉÉÉÉÉ 4

YES ÉÉÉ 37

3.0 ÉÉ 1

I

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 0 8 16 24 32 40

Valid Cases	42	Missing Cases	61
-------------	----	---------------	----

NO. HRGS RESET RE VICTIM/WITNESS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2.0	5	4.9	12.8	12.8
	3.0	31	30.1	79.5	92.3
	4.0	3	2.9	7.7	100.0
	.	64	62.1	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

2.0 EEEEEEE 5
3.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 31
4.0 EEEEE 3
I
I.....I.....I.....I.....I.....I.....I.....I
0          8          16          24          32          40

```

MORE

NO. HRGS RESET RE VICTIM/WITNESS

Mean	2.949	Median	3.000	Mode	3.000
Range	2.000	Minimum	2.000	Maximum	4.000

Percentile	Value	Percentile	Value	Percentile	Value
5.00	2.000	10.00	2.000	20.00	3.000
30.00	3.000	40.00	3.000	50.00	3.000
60.00	3.000	70.00	3.000	80.00	3.000
90.00	3.000	95.00	4.000	98.00	.
99.00	.				

Valid Cases	39	Missing Cases	64
-------------	----	---------------	----

ASSURE INTERP FOR AM CALENDAR

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	1	1.0	3.8	3.8
CALL OCI OR INDIV	1.0	6	5.8	23.1	26.9
CHANCE ENCOUNTER	2.0	2	1.9	7.7	34.6
COMBO OF 1 & 2	3.0	8	7.8	30.8	65.4
NOTHING	4.0	6	5.8	23.1	88.5
COMMENTS	5.0	3	2.9	11.5	100.0
	.	77	74.8	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

ASSURE INTERP FOR AM CALENDAR

[illegible]

Valid Cases	26	Missing Cases	77
-------------	----	---------------	----

ACCESS INFO FOR CULTURAL DIVERSE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	61	59.2	76.3	76.3
YES	1.0	18	17.5	22.5	98.8
	6.0	1	1.0	1.3	100.0
	.	23	22.3	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

NOT SUGGESTED EEE 61

YES ÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉÉ 18

6.0 ÉÉ 1

I

Valid Cases	80	Missing Cases	23
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MORE

STATE CERTIFICATION

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	63	61.2	80.8	80.8
YES	1.0	15	14.6	19.2	100.0
	.	25	24.3	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

NOT SUGGESTED EEE 63

YES ÉÉÉÉÉÉÉÉÉÉÉÉ 15

I

Valid Cases	78	Missing Cases	25
-------------	----	---------------	----

TRAIN MORE INTERPS

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	40	38.8	50.6	50.6
YES	1.0	39	37.9	49.4	100.0
	.	24	23.3	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

```

NOT SUGGESTED  EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 40
                YES EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 39
                I
                I.....I.....I.....I.....I.....I.....I
                0          8          16          24          32          40

```

Valid Cases	79	Missing Cases	24
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MORE

INCREASE EDUCATION OPPORTUNITIES

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
NOT SUGGESTED	.0	9	8.7	40.9	40.9
YES	1.0	13	12.6	59.1	100.0
	.	81	78.6	MISSING	
		-----	-----	-----	
TOTAL		103	100.0	100.0	

```

NOT SUGGESTED EEEEEEEEEEEEEEEEEEEEEEE 9
               YES EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 13
               I
               I.....I.....I.....I.....I.....I
               0          4          8          12         16          20

```

Valid Cases	22	Missing Cases	81
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MORE

EST NO. TIMES CASE CONTD WHEN NO INTERP

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.0	20	19.4	31.3	31.3
	1.0	16	15.5	25.0	56.3
	2.0	7	6.8	10.9	67.2
	3.0	5	4.9	7.8	75.0
	4.0	5	4.9	7.8	82.8
	5.0	6	5.8	9.4	92.2
	6.0	2	1.9	3.1	95.3
	9.0	1	1.0	1.6	96.9
	10.0	2	1.9	3.1	100.0
	.	39	37.9	MISSING	
		-----	-----	-----	
	TOTAL	103	100.0	100.0	

MORE

EST NO. TIMES CASE CONTD WHEN NO INTERP

```

.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 20
1.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 16
2.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 7
3.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 5
4.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 5
5.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 6
6.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 2
9.0 EEE EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 1
10.0 EEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEEE 2

```

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I
I.....I.....I.....I.....I.....I.....I
0          4          8          12          16          20

```

Mean	2.125	Median	1.000	Mode	.000
Range	10.000	Minimum	.000	Maximum	10.000

MORE

EST NO. TIMES CASE CONTD WHEN NO INTERP

Percentile	Value	Percentile	Value	Percentile	Value
5.00	.000	10.00	.000	20.00	.000
30.00	.000	40.00	1.000	50.00	1.000
60.00	2.000	70.00	3.000	80.00	4.000
90.00	5.000	95.00	8.250	98.00	10.000
99.00	.				
Valid Cases	64	Missing Cases	39		

WHERE INTERP FIT IN SYSTEM

[illegible]

Valid Cases	24	Missing Cases	79
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N

OFFICE OF THE COURT INTERPRETER, POSITION DESCRIPTION

Title: Court Interpreter

Reports to: Judicial Services Administrator assigned to OCI¹

Summary of Responsibilities: Minimizes language obstacles between the Court and all parties to a legal proceeding in the Superior Court of Arizona in Maricopa County to which OCI is appointed.

Description of Duties:

- Interprets in Spanish and English a true, unbiased rendition of the entirety of court hearings and related interviews, both simultaneously and consecutively, for the interpreted subject and officers of the Court², in and out of the courtroom, pacing the interpretation to match the flow of the language spoken. Comprehension is determined based upon feedback from parties being interpreted.
- Accurately translates correspondence and related documents arising out of assigned caseload. May also prepare written translations of forms and other documents for Court and county agencies. Accuracy is determined by periodic peer review.
- Maintains assigned caseload: adds and deletes assigned cases from OCI's Active List; responds promptly to requests for interpreter assistance in hearings and interviews in efficient, effective and courteous manner; promptly and accurately enters interpreter appearances and minute entries in files; performs related work as requested.
- Calendars all appointments accurately and submits them for processing in timely manner;
- Arrives at each scheduled interpreter site in timely manner;
- Maintains accurate statistics on interpreter appearances and submits them in timely manner;
- Maintains high level of language and court interpreter skill by both independent study and periodic exchange of vocabulary solutions among peers;
- Cooperatively shares interpreter assignments with peers as required to fulfill OCI obligations;
- Adheres to OCI Policies, Procedures and Practices and Interpreter Code of Ethics as stated therein.

Knowledge, Skills and Abilities: Comprehensive knowledge of correctly-written and spoken Spanish; comprehensive knowledge of Spanish as spoken in Mexico; familiarity with Spanish as spoken in Spain and areas of Latin America. Ability to plan, organize and maintain work flow; ability to interpret simultaneously and consecutively; ability to communicate effectively in Spanish and in English orally and in writing; ability to establish and maintain effective working relationships.

Minimum Qualifications: At all levels, certification by appropriate agency, society or institution as a court interpreter is required. Additional requirements by level as follows: Interpreter I: One year of interpreting experience in Spanish; knowledge of legal terminology desirable; Interpreter II: One year of experience as Court Interpreter I; Interpreter III: Two years of experience as Court Interpreter II.

¹May also report to Senior Court Interpreter with regard to language issues.

²Hearing officers, lawyers, juvenile and adult probation officers, juveniles and relatives of juveniles, defendants, witnesses and investigators.